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PROCESSOR
Products, News & Information Data Centers Can Trust. Since 1979

In This ISSUE

Choosing An Outsourcer | 6
Despite the time it takes to set up outsourcing arrangements, many find that it's worth the effort. With meticulous planning, careful selection, and stellar negotiation techniques, it is possible to have a wealth of resources just down the hall.

Product Roadmaps | 7
Like business plans, product roadmaps can be unreliable, inaccurate, or just plain off the mark. But they can also be useful in determining where a vendor is headed.

Build Your Own Or Ready-Made? | 11
The prices for workstations and servers today are so low that the savings is negligible to nonexistent to do it yourself anymore.

How To Outsource | 17
Learning the ins and outs of managing relationships with outsourcing providers is critical to capturing maximum value from outsourcing.

What To Outsource | 19
Before deciding what jobs to hand off, businesses should perform some sort of TCO analysis. From there, it will be much easier to determine whether the final cost will be worth the convenience of ridding the department of an extra responsibility.

Data Integration/Lifecycle Management Tools | 31
Customer relationship management is tricky business. Installing CRM tools can be a major project; teaching users to use them can be even bigger.

Other Articles:
D-Link DSA-5100 26
MGE Atlas Power Infrastructure Software 26
CA BrightStor r11.1 27
Citrix GoToAssist 6.0 30
Casio DT-X5 30

NEW PRODUCTS

product releases start on page 6

■ **Belkin's** new Pre-N networking line provides 800% wider coverage and 600% faster speeds than current 802.11g wireless networks. ■ **Fujitsu's** new Servis Cat5 Extender system allows remote management of a KVM switch over Category 5 UTP cable from up to 200 meters away. ■ **IBM** announced the new IBM TotalStorage DS6000 and DS8000 series. ■ **Infineon** unveiled new semiconductors for VoIP and IP telephony applications. ■ **NetSilicon** has introduced the NS9360 and NS9750 NET+ARM processors. ■ **Pinnacle Systems'** new ThunderMX is a live production server aimed at broadcasters who want to accomplish more on each channel. ■ **SurfControl's** new E-mail Filter 5.0 offers four tools to help diagnose and remove spam.

DEPARTMENTS

MarketPlace News 2
Product Releases 6
Opinions 20
MarketWatch 25
Factoids 34
Upcoming IT Events 35
What's Next 35
What's Happening 35

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FOCUS PIECE

The Pros & Cons Of Outsourcing

It Can Be Useful, But Is It Right For You?

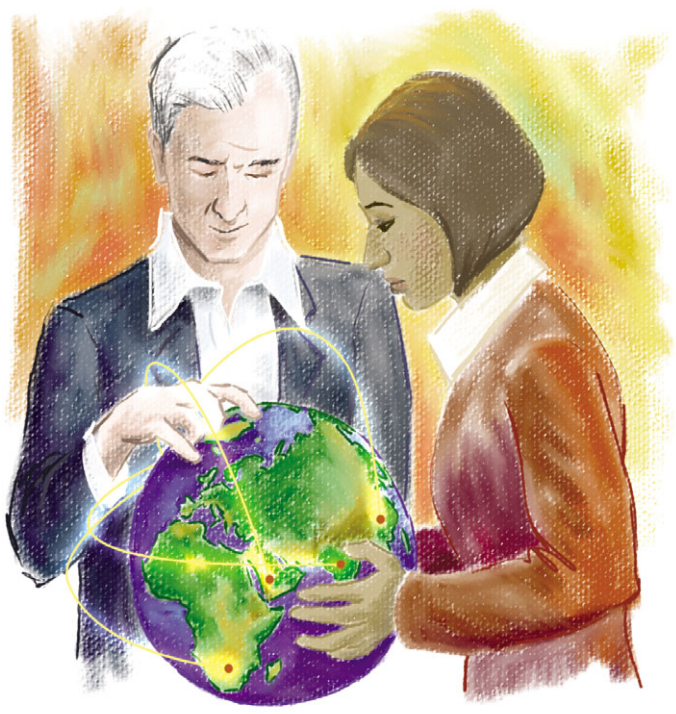
by David Garrett

• • •

DOES IT PAY TO OUTSOURCE? According to some, it does. Vendors and others who make their living by outsourcing claim that internal IT is dead. After all, you can outsource your help desk, site hosting, applications, and even your network and data center itself. What's more, it may be simpler and cheaper to do so.

But the past few months have seen a decline in talk of outsourcing. Why? In part it's because people are getting used to the concept, and even tired of hearing its hype. In fact, according to Michael Doane, an expert on outsourcing with Meta Group, "Right now it's very much a market push and not a market pull. The vendors are pushing outsourcing, not the clients."

But, according to Doane and others, a large part of the decline is due to the fact that outsourcing, for better or worse, is beginning to show its wrinkles. Although it undeniably has benefits to offer the beleaguered firm in search of top IT talent, it has its drawbacks, as well, and they're starting to come into view.



Counting Pennies Counts

Why outsource? For most it's a question of savings. Some claim it's simply cheaper to let a specialist run your IT functions.

But Richard Matlus, vice president of research for Gartner, cautions firms to question the cost savings of outsourcing. "A lot of people are going into outsourcing to save money," he says, "but they probably won't save money." Doane claims that some firms are so adept at running their network, help desk, and data center that farming them out—even to experts who claim perfect efficiency—won't trim the budget.

"You need to look at how cost-efficient and quality-effective you are at distributing those services," he says. "I find organizations that do both of these well, so for them, outsourcing won't make much sense."

Of course, there are other reasons to outsource. If you're having trouble running the network or you

Go to Page 8, Column 1

Sizing Server Systems

Is It Time To Cut Back On The Sprawl?

by Curt Harler

• • •

MORE ISN'T ALWAYS better—and certainly is not cheaper—when it comes to servers and other systems in the small to medium-sized enterprise.

"Server sprawl is just getting out of hand," maintains John Phelps, research vice president and lead analyst with research firm Gartner's server consolidation practice. "They grow like rabbits."

Gartner has done many surveys pertaining to server consolidation. In general, 92% to 94% of respondents say they have done something about server proliferation, are in the process of doing something about it, or plan to do something about it.

Speed vs. Utility

In addition to server age, some people fixate on speed. That often is a mistake.

"You don't need a Ferrari to go to the grocery store," says Pat Taylor, co-founder and president of Proactive Technologies. Proactive configures servers for the pre-press needs of large printing companies. He notes that dropping back from a state-of-the-art 3GHz processor to a 2.8GHz might save 60% on equipment costs. "You can use that money elsewhere if you don't need the speed," he adds.

"Too many developers blow off the hardware component," Taylor says. "It is important for software and hardware to work hand in hand."

There are also other beliefs that hurt performance. "There is a myth out there that there has to be a single application per server," Phelps says. The fact is that there usually are multiple applications per server. When a company adds an application on a server, several other servers come along: a production server, development server, backup server, and/or quality server. "Businesses never add one server," he says. "They add three or four."

In addition to server age, some people fixate on speed.

Once Phelps was called in to cut server count for a company that had 300 servers. By year's end, it was up to 450 servers. A failure? "If they weren't doing something about the sprawl, it would have been worse," he maintains.

The concept of TCO on servers is moving more toward the administration side of the products. The total cost of

Go to Page 16, Column 1

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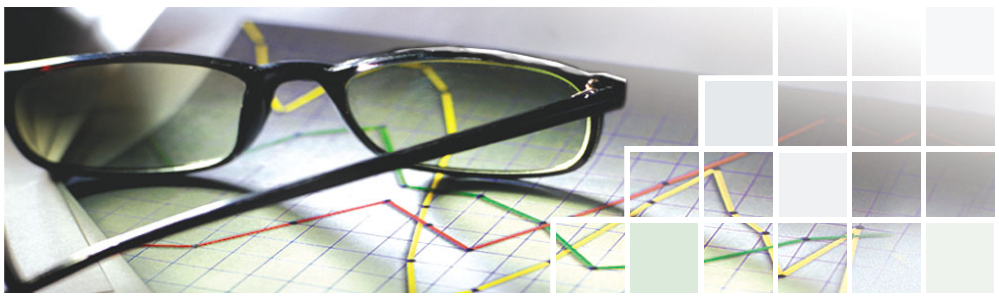
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MarketPlace NEWS



THE DOW JONES industrial average fell below its low for the year in the week that ended Oct. 20, but it rebounded on hopes that stocks may be due for a lift. Crude-oil prices stayed at record levels around $54.92 a barrel as fears about the world economy's health continued to spook investors. Insurance stocks were hit by a bid-rigging scandal. The Dow closed on Oct. 20 at 9886.93, down from 10002.33 a week earlier, while the Nasdaq closed at 1932.97, up from 1920.53.

IBM Posts 15% Gain In Quarter

IBM SAID its third-quarter net income was $1.8 billion, up from $1.79 billion a year earlier. But not including a pension-related settlement, the company's earnings were up 15% from a year earlier. The company surprised analysts by telling them to raise their estimates 3 cents a share for the full-year estimates, citing a rosier outlook for IT spending.

eBay's Net Income Nearly Doubles

EBAY'S THIRD-QUARTER net income nearly doubled, and revenue rose 52%. The auction company credited its international growth and a strong back-to-school season. The company raised its forecasts for Q4. The numbers in its computers and books categories are growing fast, as are its results in the U.K. and South Korea. The company said a five-day outage for its PayPal division won't have a material impact on the results for the fourth quarter.

CA Posts $96 Million Loss

COMPUTER ASSOCIATES INTERNATIONAL reported a loss of $96 million for its second fiscal quarter in part because it took a big charge related to its accounting scandal. Revenue was $855 million, up 6% from $803 million a year earlier. Results were helped by growth in indirect sales, which were up 20%. CA took a charge of $218 million to set a restitution fund for investors hurt by the company's alleged accounting fraud.

Motorola Triples Profit But Misses Unit Numbers

MOTOROLA TRIPLED its quarterly profit, but growth in handset volumes fell short of Wall Street expectations. The company said profits were $479 million, up from $116 million a year ago, while sales grew 26% to $8.62 billion. But unit shipments of handsets were up 15% to 23.3 million. The company also provided lackluster revenue guidance for the fourth quarter.

Apple Releases Holiday Lineup

APPLE INTRODUCED a slew of new machines as it gears up for the holiday season. Included is a low-end iBook with a 1.2GHz G4 chip that sells for $999. That price is lower than usual for Apple, and it hits a sweet spot for notebook prices. Apple also released a preview version of its Mac OS X version 10.4, code-named Tiger, to developers.

Lucent Ends The Fiscal Year In Black

FOR THE FIRST TIME in four years, Lucent Technologies reported a profit for its fiscal year as net income tripled in its fourth fiscal quarter. The telecommunications equipment company posted net income of $348 million, up from $99 million a year ago. Revenue was $2.4 billion, up 19% from $2.03 billion a year earlier. The company said results were stronger because of deployments of 3G cellular networks. Lucent also became more efficient, outsourcing manufacturing and cutting its work force from 157,000 in 2000 to 31,800.

Siebel Posts Profit Due To CRM Rebound

SIEBEL SYSTEMS reported a third-quarter profit of $19.3 million, compared with a loss of $59.3 million a year earlier. Revenue was down slightly to $317.1 million from $321.4 million. The customer relationship management software company has been hurt by slow corporate IT spending and rising competition, such as Salesforce.com.

IBM Wins Outsourcing Pact

IBM SAID it won a seven-year $180 million contract to take over the IT operations for collecting and analyzing business data for Dun & Bradstreet. IBM said it will hire 220 people from D&B as a result of the "business transformation" deal. IBM suffered a black eye recently when it lost an outsourcing deal with JPMorgan Chase.

Alcatel Scores Big Telecom Contract

ALCATEL WON a $1.7 billion contract to supply fiber-optic technology to SBC Communications. Alcatel will provide SBC with network access, aggregation, and switching equipment to help the telecom firm offer more Internet-based services to its customers. The French equipment maker will also help SBC develop its fiber infrastructure to carry video streams over the Internet.

Cingular Posts Mixed Results

CINGULAR WIRELESS, a joint venture of SBC and Bell South, said its Q3 sales rose 5% on good consumer growth. But profits slipped as it spent more to sign up customers. The company said revenue was $4.3 billion, up from $4.1 billion a year ago. Cingular reported a net gain of 657,000 subscribers, outpacing the 170,000 gain posted by AT&T Wireless Services, which Cingular is acquiring.

AT&T Wireless Sees Net Drop 25%

AT&T WIRELESS SAID Q3 earnings fell 25% as the company cut prices in an effort to stop subscribers from defecting to other services. The company earned $117 million, down from $156 million a year earlier. Revenue fell 3.7% to $4.21 billion from $4.37 billion. The company is awaiting approval on its plans to be acquired by Cingular Wireless in a $41 billion deal. Average usage per subscriber was flat, but revenues per subscriber were down to $57.40 from $61.20.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	October 20 $	October 13 $	% change
Avaya	AV	$13.27	$13.13	▲ 1%
BEA Systems	BEAS	$7.80	$7.43	▲ 5%
Computer Associates	CA	$26.98	$26.27	▲ 3%
Cisco Systems	CSCO	$18.45	$18.86	▼ 2%
Dell	DELL	$35.37	$35.38	0%
Electronic Data Systems	EDS	$19.17	$19.47	▼ 2%
Google	GOOG	$140.49	$140.90	▼ 0.3%
HP	HPQ	$18.23	$18.90	▼ 4%
IBM	IBM	$88.82	$84.98	▲ 5%
Intel	INTC	$21.45	$20.99	▲ 2%
McAfee	MFE	$21.94	$20.46	▲ 7%
Microsoft	MSFT	$28.70	$28.03	▲ 2%
Oracle	ORCL	$12.42	$11.99	▲ 4%
PeopleSoft	PSFT	$20.20	$21.46	▼ 6%
Red Hat Software	RHAT	$13.18	$13.32	▼ 1%
Sun Microsystems	SUNW	$4.02	$4.02	0%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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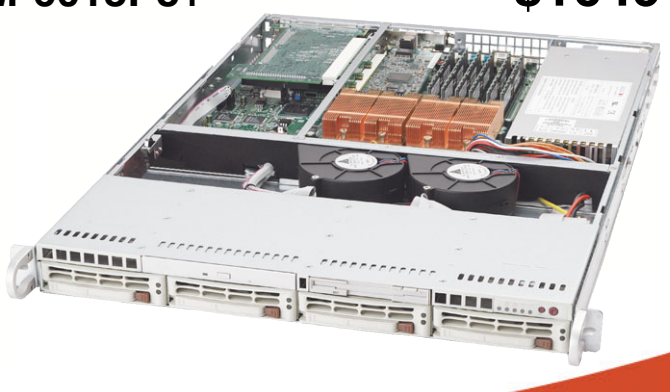
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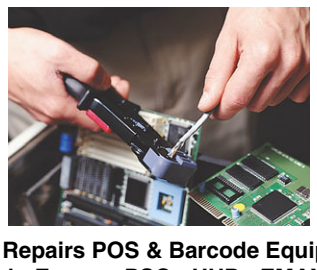


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PRODUCT RELEASES

BACKUP

■ **Overland Storage** announced that its NEO SERIES of automated tape libraries now supports the WORM (write-once-read-many) ability. The new WORM-capable tape libraries help businesses comply with HIPAA, SEC, and Sarbox data retention requirements. The libraries feature SDLT600 tape drives and can use software for repurposing, which allows the customer to meet the regulations with existing hardware. The NEO SERIES uses Quantum's DLTIce to create a tamper-proof electronic key identifier that won't accept overwrite and erase attempts. Overland's regulation compliance products start at $16,398 (MSRP).

DATA COMMUNICATIONS

■ **Belkin's** new Pre-N networking line provides 800% wider coverage and 600% faster speeds than current 802.11g wireless networks. The Pre-N line also suffers less interference from other 2.4GHz devices and is compatible with existing 802.11b and 802.11g networks but won't fall back to the lowest common transfer speeds in mixed networks. The new Pre-N line uses Airgo Network's True MIMO (Multiple Input Multiple Output) technology, which is under consideration for use in 802.11n.

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■ **CopperCom** introduced a packet-based host-remote switching product for the IOC (Independent Operating Company) market that has the network management capability to have the network operated as a single entity. The product lets users run the complex of switches in packet mode or circuit mode, providing the carrier with a large set of options, such as taking advantage of packet trunking between host and remote serving territories, offering packet-based services in areas only served by circuit services today, and replacing larger network complexes should a carrier decide to consolidate different legacy switches into a more efficient serving arrangement.

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■ **Digi International** released a new version of its low profile serial communication device, the Digi AccelePort Xem. The new expandable, modular PCI version lets users attach as many as 64 RS-232 and RS-422 serial ports. Digi is targeting the AccelePort Xem at data acquisition, office automation, and industrial process control workers. The device supports PCI (3.3V and 5V), PCI-E, and ISA-based computers, thanks to a host adapter card that has an onboard RISC-based processor. The device supports up to 115.2Kbps transfers per port. Digi also offers smaller modules that support eight to 16 ports. Digi also offers high- and low-profile modules and drivers for popular systems.

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■ **Nortel Networks** has released Wireless Mesh Network with a new WLAN architecture that can operate indoors and outdoors and in large coverage areas, such as urban centers or campuses. The Wireless Mesh Network includes the Nortel Networks Wireless Access Point 7220 and Wireless Gateway 7250 and lets users create a wireless-to-broadband network in areas where it is not ideal to run cables. It also lets users roam between access points without losing a connection.

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■ **Vivato** released its 802.11g Outdoor Wi-Fi base station (model number VP2210), which uses a phased array antenna design to extend the range of its signal. As a result, the VP2210 can sustain 54Mbps data transfers 12 times farther than comparable 802.11g base stations. Vivato has targeted the VP2210 for such markets as education, resorts and hotels, public access networks, and other large public venues. The VP2210 is deployable indoors and outdoors.

GRAPHICS & VIDEO

■ **Fujitsu's** new Servis Cat5 Extender system allows remote management of a KVM switch over Category 5 UTP cable from up to 200m away. The system even supports 20KHz/16-bit audio at a 44.1KHz sampling rate. Look for model number NC14004-B713 at a price of $998.

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■ **Polycom** introduced the ReadiManager LX100, an integrated scheduling and management product for rich media collaborative communications. The LX100 employs an automated scheduling wizard, Microsoft Outlook, or IBM Lotus Notes to ease the scheduling of rooms, conferencing systems, and people for video and voice calls. It also monitors for network device availability and uses page or SMS to notify administrators of potential conflicts. The ReadiManager LX100 starts at $9,995.

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Go to Page 7, Column 1

FOCUS PIECE

Calling For Help

Effective Ways To Choose An Outsourcer & Set Up The Arrangement

by Elizabeth Millard

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AS EVERY IT and data center manager has realized, not everything can be done in-house. Although it would be nice to have a fleet of programmers, consultants, and hardware specialists just down the hall, it's far easier on the budget to bring in help when it's needed, rather than staff up and then have highly-skilled employees sitting idle.



Sometimes, though, finding the right outsourcer can be a daunting task. Not only are multiple vendors competing for attention, but a company has to decide on security levels, long-term goals, and costs, not to mention tinker with contracts.

Despite the time it takes to set up outsourcing arrangements, many find that it's worth the effort. With meticulous planning, careful selection, and stellar negotiation techniques, it really is possible to have that wealth of resources just down the hall after all.

What Do You Need?

Once a company has defined what it wants outsourced, it might be tempting to simply jump into vendor selection immediately. After all, if you need a VoIP implementation expert, it seems logical to just pick up the phone and call a slew of them to check rates and services.

But beyond the basics, there are other factors to consider during the first steps of choosing an outsourcer. An IT department should make a detailed list of what needs to be done and how a provider would fit into that scheme. That means figuring out how long the project should take, exactly what an outsourcer should be doing whenever they come into the office, and whether non-IT departments such as accounting or HR will be affected.

By doing a chunk of outsourcing planning before talking to vendors, companies will be better able to evaluate outsourcers, says Ann Westerheim, president of technology consultancy Ekaru. She says, "We often see people who know they need help, but they

Go to Page 15, Column 1

Red Flags

Here are some warning signs that an outsourcer might not be right for you:

- Hesitates giving out client references
- Won't give a concrete cost estimate
- Insists on having administrator-level access, even though it's not warranted
- Seems understaffed or disorganized
- Is unfamiliar with the problem being discussed
- Claims to be able to "do it all" without specializing in certain areas
- Criticizes a company's technology setup, employees, or strategies

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PRODUCT RELEASES

Continued from Page 6

■ **Sony's** new VPL-ES2 digital projector is lightweight and has a 1500 ANSI lumens that provides a bright, easy-to-read image. An auto setup button automatically adjusts the lens, tilt, input, and pixel settings. Furthermore, the projector includes video inputs, letting you connect the projector to a set-top box or DVD player at home. The VPL-ES2 is available for about $1,100.

PRINTERS & SCANNERS

■ **Epson's** Stylus Pro 4000 Professional Edition includes a number of high-end features for businesses that need high-end prints. The Professional Edition combines the Stylus Pro 4000 with a custom-designed PostScript Level 3 RIP from ColorBurst that includes its own Pantone color library. Epson boasts an accurate printer that delivers consistent results, making it possible to use the included 10/100 Ethernet card to print identical prints in remote locations. The Stylus Pro 4000 Professional Edition has an ESP of $2,195.

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■ **Kyocera Mita's** new KM-2550 multifunction device rolls out pages at 25ppm and includes a 300,000-yield drum to reduce the amount of maintenance and increase uptime. The KM-2550 comes with 64MB of copy and 64MB of print memory (upgradeable to 256MB and 320MB, respectively). The KM-2550 includes two 300-page paper drawers and one 50-page multipurpose tray. Scanning capabilities include routine TWAIN capabilities, as well as the ability to copy to email or file. With support for Kyocera's PRESCRIBE, as well as PCL 6 and KPDL3, the KM-2550 supports a variety of page description languages. Prices start at $4,845.

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■ **Océ** has introduced the TDS300, a large-format monochrome digital copier and plotting product ideal for AEC (architectural, engineering, and construction) applications. The TDS300 has a 600dpi engine and is well-suited to small workgroups within enterprises. The device combines both plotting and copying, and it can copy up to 30 D-sized drawings each day. The TDS300 also facilitates easy moves from analog systems to digital systems. One-touch copying of 99 copies from one original is included, and Radiant Fusing technology reduces startup times.

PROCESSORS, CHIPSETS & MEMORY

■ **NetSilicon** has introduced the NS9360 and NS9750 NET+ARM processors, designed for use in embedded networking devices. The NS9750 operates at up to 200MHz and has a PCI/Cardbus interface that is compatible with wired and wireless environments. The 177MHz NS9360 processor has a JBIG decompression engine and laser printer-optimized video interface. Technologies supported include 10/100Base-T Ethernet, USB, and IEEE 1284. A memory controller and LCD controller are also included. The processors will enter full-scale production in March 2005.

SECURITY

■ **CyberGuard's** new WW1000 Content Security Appliance provides antispam, antivirus, URL filtering, and content protection in one device running CG Linux (a custom, hardened version of Linux created by CyberGuard). The WW1000 uses ICAP (Internet Content Adaptation Protocol) to connect directly to an ICAP-compatible caching proxy server and CyberGuard's own TSP family of firewall and VPN devices. Finally, remote automated updating automatically protects you from new threats. Prices start at $8,995 with a 100-user Webwasher license.

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■ **IBM** and **Cisco Systems** announced solutions designed to cut down the damaging effects of worms, viruses, and other security vulnerabilities to networks. The duo has integrated IBM Tivoli security policy compliance software with Cisco's Network Admission Control technologies. The aim is to comply, quarantine, and remediate at-risk wireless devices, laptops, and desktops to cut down on the time and manpower devoted to recovery from security attacks and lapses. Companies will also be able to control who is given access to their network based on enterprise-wide security policies.

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■ **Ipsum Networks** announced enhancements to RouteDynamics, a product that lets an organization monitor route advertisements and their redistributions and alert an organization when new route prefixes are distributed into and out of the enterprise. The product now has service path security capability, which is the process of analyzing service paths across the IP network to detect breaches in network security and correlate them to the availability and performance of applications and business services.

SERVERS

■ **Pinnacle Systems'** new ThunderMX is a live production server aimed at broadcasters who want to accomplish more on each channel. Rather than providing an additional key channel, the ThunderMX combines stills and keys on the same channel. The ThunderMX itself scales from one to three channels and, with the Clip option, can support video, key, and eight channels of embedded audio. Behind the ThunderMX is Pinnacle's Inflexion software, which is used in its popular Decko character generators.

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■ There are two new industrial Ethernet Device Servers coming from **Quatech**. The $295 SSE-400D's serial port can change to RS-232, RS-422, or RS-485 in software. The DSE-400D ($395), on the other hand, has two serial ports of this type. Both servers are based on Freescale's PowerPC processor.

Go to Page 8, Column 1

The Road Ahead

Read Correctly, Product Roadmaps Can Provide Valuable Insight

by Elizabeth Millard

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LIKE BUSINESS PLANS, product roadmaps can be unreliable, inaccurate, or just plain off the mark. But they can also be useful in determining where a vendor is headed with certain products or which directions they plan to pursue in the future.

Usually considered marketing documents, product roadmaps are sometimes ignored by those in the industry, who might think such plans are meant for analysts and other market observers. Although they should be seen from an informational perspective, rather than one involving budgets and planning, the roadmaps do merit some attention.

Business and IT consultant Ted Demopoulos says, "Roadmaps can be useful in showing an idealized product evolution plan."

Taking Notice

Product roadmaps can take a variety of forms, from a general announcement about strategy to step-by-step implementation plans. They're produced by many industry leaders but also by smaller vendors that are seeking funding, new customers, or both.

One of the most-watched roadmap makers is Microsoft, which releases periodic updates on the company's potential strategy and product moves. Because Microsoft is so widely used in the corporate world, it would benefit IT managers to at least glance through these announcements.

Rob Helm, an analyst at independent research firm Directions on Microsoft, says that Microsoft is clear in some areas and notoriously vague in others. "Windows Server has a reasonably clear roadmap," he says. "But other roadmaps aren't as well-defined, like the Exchange messaging group."

He believes that IT departments should watch these roadmaps to understand where Microsoft is trying to go. "It gives you an idea of what Microsoft is going to keep investing in," says Helm, adding as an example that the company has a number of technologies for writing applications that display forms to a user. Helm notes, "Not all of these are going to live forever. If your company is doing something with one of these technologies, you're going to have to listen to what Microsoft says about them."

Research firm Gartner echoes Helm's advice. In a recent report, it noted that Microsoft has announced a range of new initiatives it plans to pursue, including messaging technologies, expansion of the Windows client, and a fresh focus on small and midsized business applications and infrastructure.

One of the most-watched roadmap makers is Microsoft, which releases periodic updates on the company's potential strategy and product moves.

Gartner's recommendation for Microsoft customers is to evaluate the company's product roadmaps

Go to Page 10, Column 1

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PRODUCT RELEASES

Continued from Page 7

SOFTWARE

■ **Borland's** Delphi 2005 is designed to relieve some of the pressure of supporting existing applications while moving forward with new technologies. Delphi 2005 supports multiple languages and the SDKs (software development kits) of Win32 and .NET. Features include code refactoring, unit testing, and ECO (Enterprise Core Objects) II, the model-powered enterprise business application framework for .NET. The three versions are Borland Delphi Architect, Borland Delphi Enterprise, and Borland Delphi Professional. Delphi 2005 is available in English, French, German, and Japanese.

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■ **Business Objects'** new version of BusinessObjects 11 provides Web-based integrated query, analysis, and reporting of data sources for its clients. This software is useful to a wider spectrum of people and lets users integrate across the entire product line. It offers performance management, reporting, analytics, data integration, and query and analysis tasks.

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■ **Cisco Systems** launched the EGW 2200 Enterprise Gateway, designed to integrate voice signaling protocols, DPNSS (Digital Private Network Signaling Systems), and Q.SIG with Cisco CallManager and Cisco Unity. EGW 2200 now supports DPNSS features such as callback, route optimization, centralized attendant console, and extension status. The EGW 2200 also helps enable the interoperation of the legacy voice system and the IP telephony voicemail features.

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■ **Computer Associates** announced its Unicenter Database Management r11 for DB2 for z/OS, designed to optimize performance and reliability for mission-critical mainframe database environments. CA includes 70 consumer-requested enhancements in this new program that will make managing a large and complex DB2 easier. Unicenter Database Management r11 for DB2 for z/OS v8 has three solution offerings: Unicenter Database Performance Management, Unicenter Database Administration, and Unicenter Database Backup and Recovery.

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■ **Enfocus** unveiled PDF Workflow Suite, which includes the latest versions of all Enfocus solutions, including Instant PDF 3.0 and CertifiedPDF.net 2.0. This suite gives publishers and printers all the tools needed to set up, communicate, and implement PDF quality specifications (expressed as PDF Queues), as well as check and correct incoming PDF files.

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■ **Harris** added a new viewing application to its line of InReality visualization software modules. The InReality Analyst Edition lets users view and manipulate complex data in multidimensional environments. InReality Analyst Edition includes enhanced features that let users calculate line-of-sight threat volumes and 3D alert zones and generate text and icon annotations. Users can also simulate nightvision goggles and display 3D predictive analysis models.

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■ **IBM** and **Dassault Systemes** announced new 64-bit PLM (Product Lifecycle Management) applications that support IBM's AIX 5L OS (AIX Version 5 Release 14). CATIA Structural Analysis, ENOVIA DMU Navigator, ENOVIA Real Time Rendering, and ENOVIA DMU Space Analysis for AIX 5.1 MIL 4 will notice performance enhancements, thanks to the IBM eServer pSeries systems' 64-bit capability. The new applications boost the speed of structural analysis of large models by three times.

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■ **Juniper Networks** introduced enhancements to its NetScreen ScreenOS operating system. The new features will help enterprises and service providers deploy new services and applications, such as VoIP, P2P, and instant messaging. The OS also includes integrated Web filtering, extended Deep Inspection firewall capabilities, and support for Windows protocols commonly targeted for attack.

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Go to Page 10, Column1

The Pros & Cons Of Outsourcing

Continued from Page 1

can't hold on to good staff or find staff with the right skills, then you may want to consider outsourcing. Matlus does warn though, "It could make sense to outsource. But most people are driven on quality or cost, and before you outsource, you really have to examine those issues."

The Network & Help Desk

One of the first things an SME (small to medium-sized enterprise) looks to outsource is the network, its largest and often most costly asset.

"The larger the shop," says Matlus, "the better the chance that you'll get the savings to justify it." How many admins do you have? How much does it cost to keep them? If you're burdened with high overhead, then letting another firm manage your network could pay off for you.

Not so with the help desk. Says Matlus, "It usually costs more to outsource than to keep it in-house. The average cost for a help desk ranges around $20 per call. When you outsource, it runs from $17 to $22."

But outsourcing does have it benefits. Although it won't save you money, it *will* improve efficiency. "We typically find that an internal help desk only resolves 50% to 60% of calls, but the external desk is close to 70% or 80%," says Matlus.

If you haven't built the right self-help tools, knowledge base, and problem tracking system, then an outsourced help desk could be a boon.

The Data Center

Some firms take the (rather extreme) route of putting their data center in the hands of an outsourcer. As with the network and help desk, it won't save you dollars. But it still offers gains.

Matlus says, "I have clients who outsource their mainframe data centers because all the mainframe people are about to retire, and the younger people want Linux and other platforms."

These firms don't outsource for cost. Instead, outsourcing helps them find the talent they can't get elsewhere but desperately need. And there are other benefits, too. If you're changing platforms—say, moving from Windows to Linux—you can outsource the Windows network and use the time you'll save to train your staff on Linux.

Application Management

Doane notes that farming out your applications (such as CRM and ERP) brings a host of pros and cons to the table. On the side of the good, Doane finds that decision makers often like to outsource to reduce their jobs' complexity. "They're saying, 'Look, this has gotten too complex. I've got SAP. We're doing Web stuff. Then we put in CRM. We want to run the business processes, not the software,' " he says.

And although outsourcing your systems can make your life simpler, it has its downside, too. Says Doane, "If you give up the baton in terms of your evolution of business processes, if you give up your ability to effect changes to business processes because you don't control the configuration of the software, you've got a problem."

His point is well taken: Although outsourcing can take problems off your plate and free you up for more important tasks, it can also lessen your control over how your business runs. In the end, that could be its greatest weakness, one that you'll have to weigh when choosing to outsource your IT. P

The Sourcing Lifecycle

According to Gartner's Richard Matlus, firms should go through four steps when choosing to outsource an IT function.

1 **Strategize.** Determine the exact needs of your business and your approach to IT. What's your plan? What's going on in your industry?

2 **Evaluate.** Do you truly need to outsource? If so, which are the top five vendors in your outsource field?

3 **Negotiate.** Write a good contract and a rock-solid SLA (service level agreement). Firms often need an expert's help with this.

4 **Manage.** After the transition, monitor the relationship and the work product closely.

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1. Not enough resources 61%
2. Not enough skills/knowledge 50%
3. Reduce cost 49%
4. Dedicate our focus to core competencies 46%
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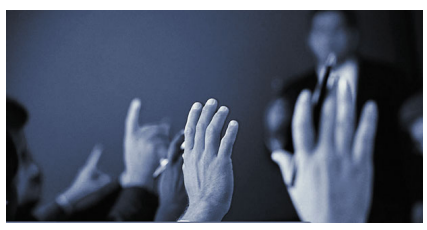
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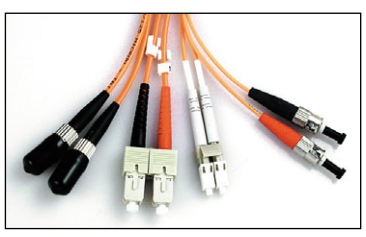


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PRODUCT RELEASES

Continued from Page 8

■ **Microsoft** released SP1 for Office 2004 for Mac. Users can download the update through Microsoft's AutoUpdate utility. SP1 is also available for download at www.microsoft.com/mac. The service pack corrects a number of issues, including not only product problems but also security holes. Most of the corrections came as a direct result of Office 2004's new MERP (Microsoft Error Reporting Protocol), which lets users submit anonymous bug reports to Microsoft.

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■ **Polycom** announced the Polycom PVX, a videoconferencing software program for individuals using their PCs and Web cams. In addition, Polycom's WebOffice 7.0 works with Microsoft Windows Messenger to deliver point-and-click access to conferencing functions. Polycom PVX supplies 30fps video quality, 14KHz voice clarity, and H.264 video compression for high-resolution video over more-limited bandwidths.

Polycom also released the updated MGC unified conferencing platform, which lets users supply rich media applications to any conferencing network type. ISDN, H.323, or SIP-based applications can all exist concurrently in the same conference. Instant messaging is a newly supported feature for use with existing voice, video, and Web conferencing functions.

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■ Snap Enterprise Data Replicator from **Snap Appliance** is designed to shepherd data replication and transfer across an enterprise network. Snap EDR provides backup, disaster recovery, and compliance functionality. It can shuttle data among Unix, Linux, Windows, and Snap Server machines while still supporting each platform's security settings.

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■ **Softricity** announced a new extension of its application virtualization platform with SoftGrid for Web Applications, which is designed to fix various compatibility problems. The new SoftGrid lets users execute Web applications without having to install anything locally. SoftGrid's SystemGuard environment provides the proper Java version, plugs-ins, security settings, and other necessary items for the particular Web application to run on the client system.

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■ **Sun Microsystems** released a free product license upgrade to Sun Java System Access Manager. The application aids users in administering secure access to both external and internal Web-based resources. The main component of this new solution is a tool that automates the transition from Netegrity SiteMinder to Sun Java System Access Manager. Sun also unveiled future plans to release support for IBM Tivoli Access Manager and Oblix COREid migration. Access Manager supports current federation standards, such as Liberty Phase 2 and SAML 1.1 specifications.

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■ **SurfControl's** new E-mail Filter 5.0 offers four tools to help diagnose and remove spam. The ASA (Anti-Spam Agent) uses digital fingerprints to identify spam threats in 17 different categories. The ASA can also use heuristic tools to identify more than 1,000 characteristics common to spam. Next, the ASA can employ adaptive reasoning to pinpoint techniques consistent with spam. Finally, using LexiRules, the ASA can analyze text to identify specific spam outbreaks. The latest version also includes Confidential Data Protection, which lets businesses identify sensitive material and support for 10 new languages.

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■ **Sybase** will combine its ASE (Adaptive Server Enterprise) data management system with the recent release of SAP Business One 2004, providing an integrated business management solution designed for SMBs. Sybase ASE features built-in self-management and self-tuning tools, XML and Web service support, and wizards to help automate tasks. Business One 2004 with ASE will accelerate application development and secure vital customer and company information.

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■ **Teradata** announced that Teradata CRM 5.1 will include new analytic and collaborative tools. For example, the new e-Marketing feature analyzes Web-interaction data. The ATM Marketing tool includes event-based dialog management, and the Campaign Performance Management tools include new ROI reports and campaign-profitability analyses.

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■ **triCerat** launched the beta version of Simplify Suite 4. Microsoft Terminal Service's functionality, security, and performance are enhanced by triCerat's Day Zero Technology. The Simplify Suite beta has a new code base and architecture that is founded on the latest Microsoft server technologies. Features include a new management console that allows centralized configurations and monitoring of all Simplify Suite functions and the ability to transfer information to and from any WMI (Windows management instrumentation)-compliant consoles.

STORAGE

■ **Brocade** released SAN Health, which automates diagnostic tasks associated with SAN management. With SAN Health, IT and data center managers can pinpoint potential problems and bottlenecks. Existing Brocade customers can acquire the program free of charge.

Brocade also established Brocade Connect, an online community of Brocade SAN users and storage managers. With Brocade Connect, customers confer with their peers to gather technical information.

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■ **Copan Systems** and **Filetek** announced a partnership to deliver an archive data management product for structured and unstructured data. The product integrates Filetek's StorHouse software and Copan Systems' Revolution 200T disk-based storage. The companies say this combination helps Revolution 200T close the access gap between disk and tape for data availability, enabling the StorHouse data and access management system to provide the performance and reliability of RAID at the cost and scale of tape.

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Go to Page 11, Column 1

The Road Ahead

Continued from Page 7

for 2005 and 2006 in these areas. The report notes, "Then determine whether you want to invest in a best-of-breed provider today or wait for Microsoft to deliver its own offerings."

As with Microsoft, other technology providers that create roadmaps can provide valuable glimpses into their future plans. Demopoulos says, "Roadmaps are very useful in helping to evaluate products. Sometimes a product's planned evolution can run counter to an organization's internal plans." He added that keeping an eye on roadmaps while weighing long-term strategies is a smart combination for IT departments and can keep them from heading in a direction that will be unsupported by vendors in a few years.

When To Skip It

Although some roadmaps give valuable insight into a company's future plans, there are times when companies are simply announcing a general direction or expressing interest in certain technologies. This is when IT departments should wait for more concrete details before using roadmaps to make purchasing decisions, says Demopoulos.

"Roadmaps will sometimes contain popular directions, with no actual plan in place," he notes. "This means they're waiting for market confirmation." Examples would be mention of larger technologies, such as XML integration or Web Services support.

Companies that put these broad technology directives into roadmaps are usually pondering how to integrate these strategies into what's already in place and giving employees and analysts a heads-up in case more specifics get hammered out later.

Smaller firms in particular may have volatile roadmaps that are designed to spark interest in the company. In its advice to entrepreneurs creating roadmaps, the venture capital firm Woodside Fund notes, "Roadmaps are always subject to change," especially by investors that want to tinker with strategy based on market research.

Demopoulos adds that customers need to realize a product's actual evolution will rarely follow a roadmap exactly, which means that if technology is mentioned in only a general way, it shouldn't factor into an IT department's plans.

Even if a company includes specifics, though, customers need to be cautious when looking at roadmaps and understand that until it rolls off the production line or is officially introduced, plans can change. "The more detailed a roadmap is, the more likely that external forces will cause some variance from the plan," says Demopoulos.

Because of the volatility, IT departments shouldn't use roadmaps as their only source of planning when evaluating vendors. But they should definitely keep reading those maps to avoid any unpleasant surprises in the future. P

Microsoft's Roadmap

Here's a sample of Microsoft's general roadmap for the next two years, according to Gartner:

- Expand the presence of the Windows client in the business and consumer segments
- Exploit multiple communication and messaging technologies
- Enable the points of integration from the device outward that facilitate information sharing and collaboration
- Continue to pursue the small and midsized business segment with a major push in tailored business applications and infrastructure
- Target certain large enterprises with infrastructure technologies

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PRODUCT RELEASES

Continued from Page 10

■ **Dot Hill** is targeting its new RIO Xtreme storage products at streaming A/V and data acquisition users who rely on high sequential bandwidth products. The RIO Xtreme boasts high fault tolerance, a 1U RAID control head, and a 2GB Fibre Channel 2U JBOD enclosure (that expands to 28TB) and supports transfers over 1,600MBps from cache. The RIO supports transfer speeds over 790MBps from disk. Also, the system supports up to eight hosts, thanks to its integrated Switchless SAN technology.

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■ **IBM** announced the new IBM TotalStorage DS6000 and DS8000 series. The DS600 series starts at 580GB but scales up to 67.2TB. The storage server can connect to zSeries, iSeries, Unix, Linux, and Intel environments and shares 90% of its storage-related code with the DS8000 series. The DS6000 includes Power Architecture, building-block architecture, Calibrated Vectored Cooling, light path diagnostics, predictive failure analysis, and express configuration wizards. The DS8000 series can act as a single storage system or as multiple storage systems and supports as much as 96 petabytes of data.

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■ **Iomega** introduced the new REV Autoloader 1000. This 2U desktop device holds up to 10 slots for a potential capacity of 350GB native/700GB compressed. The SCSI interface on the Autoloader 1000 allows the drive to connect to a server or a NAS device. Also, Web-based configuration tools and a front operator control panel give the user simple access to key settings for configuring, controlling, monitoring, and updating the REV Autoloader.

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■ PUREcluster ipSAN is the newest iSCSI-based SAN storage system from **Verari Systems**. The system offers up to 4TB storage capacity with an integrated RAID controller, dual processors, memory, and networking. PUREcluster ipSAN is housed in a compact 3U rack-mountable system. Each SSM (System Storage Module) uses standard drive carriers and supports up to 16 hot-swappable SATA drives.

TELEPHONY & VoIP

■ **Infineon** unveiled new semiconductors for VoIP and IP telephony applications. They include an Analog Telephone Adapter, the ADM5120P Network Controller and related analog voice access products, and a ringing SLIC with a DC/DC converter. Also new from Infineon is LAN Phone SIP Software Package 1.0, a Web-based way to manage IP phone implementations.

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■ **Marconi** announced that it is pairing with **Teligent** and that TMS (Teligent Messaging Service) will provide voicemail and unified messaging services for Marconi's SoftSwitch. The TMS will provide SoftSwitch subscribers with IP-based Intelligent Voice Recognition and voice processing applications. The system will help users download or stream voice, fax, text, video, and multimedia messages to devices such as IP phones, PCs, video-enabled IP phones, and more.

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■ **Motorola** released the MPx220 handset. The MPx220 is available to Cingular customers and comes with Windows Mobile installed. The handset's features include email synchronization to a desktop computer, PIM software, email tools, multimedia applications, and more. The MPx220 also includes a speakerphone, expandable memory, a built-in 1.23MP camera, and integrated Bluetooth for fast downloading through Windows Mobile or Java applications.

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■ **Polycom** and **BroadSoft** join efforts to deliver an end-to-end SIP-based VoIP package. Polycom's SoundPoint IP 300, 500, and 600 series phones now work with BroadSoft's BroadWorks telephony product. Current and future SoundPoint IP phone users have the ability to use BroadWorks features such as instant messaging and presence, as well as find-me-follow-me, shared call appearance, and voice-to-email functions.

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■ **Telchemy** unveiled updated versions of VQmon/EP (End Point) and VQmon/SA (Stream Analysis). Version 2.1 of the VQmon solutions has two new features. VQmon supplies wideband codec support, making it compatible with enhanced audio quality applications, and VQmon/SA monitors VoWLAN impairments related to handoffs and radio performance's effect on packet delays. VQmon/EP and VQmon/SA 2.1 support RFC3611 and QoX reporting requirements for H.323, Megaco, and G.799.1, the new trunking gateway standard.

MISCELLANEOUS

■ **Targus** launched Active Noise Cancellation Headphones (AWM02US) that use a combination of active and passive noise cancellation. The ear cups use microphones to feed noise through an electric circuit that processes the sound and then produces sound-canceling noise. According to Targus, the headphones cancel up to 15dB. The adjustable headphones have leatherette ear cups and measure only 6 inches high x 5 inches wide x 3 inches deep when collapsed. The headphones include a two-prong airline adapter, as well as the standard jack.

Corporate Systems: DIY Or Ready-Made?

For SMBs, It's A Don't-Do-It-Yourself Climate These Days

by Ericka Chickowski

• • •

IF YOU WERE TO ASK someone in your sales department what he thinks your job entails, you might not like the answer. The majority of the nontechnical workforce out there has no clue what IT does. In moments of brutal honesty, some of the less informed might guess an IT worker to be some sort of overpaid computer mechanic. You're the one who builds the computers, right?

Demise Of The DIY System

Ah, if only you could inform the ignorant. Fortunately, most savvy folks out there do realize that IT these days is less about maintaining equipment and more about protecting and managing data.

But back in the day, the hardware expertise needed to run a quality IT department was much more extensive. Before the margins on ready-made desktops and servers became razor-thin, it often made sense for businesses to take some time to build and maintain their own systems for better savings.

Even as late as last year, some small-business tech-heads were boning up on their knowledge with such new titles as "Build Your Own Server: Go High Tech at Low Cost" by Tony C. Caputo. And some hardware component manufacturers are still scrambling to sell their wares a la carte, pumping hot deals on parts in every IT publication still around to take their money.

But in today's Dell-dominated marketplace, the practice of piecing together systems in-house really has become passé, says Laura DiDio, analyst for The Yankee Group.

"Right now there are such good deals for off-the-shelf hardware that companies would be foolish not to buy that way," she says.

Cheap Systems & Better Things To Do

Last year was a big one for Dell in the SMB market space. The company hit the oh-so-attractive price point of $1,000 or less for an entry-level server, and customers thanked the company for it with a round of brisk sales.

According to DiDio, things won't be slowing down for Dell and its competitors at HP, IBM, and Sun, all of whom design workstations and servers for out-of-the-box deployment at SMBs.

In a recent survey of IT organizations, The Yankee Group found that 42% of those surveyed will increase IT spending in 2005. Of those businesses, 85% said that this increased spending would be to upgrade outmoded hardware.

Based on her anecdotal observation, DiDio would guess that only a small sliver of these small and medium-sized businesses will build their own systems.

"Most of the SMBs who are buying components are in specialized, vertical niche markets," she says. "These are organizations that need state-of-the-art stuff and are going to be very bleeding-edge."

For example, during her survey, DiDio came across a video production studio that was able to build its top-of-the-line editing systems much more cheaply with components than by buying a similar prebuilt system.

But even this organization did not physically put together the system itself, DiDio says.

It just couldn't afford to lose valuable staff time to a task that could be easily outsourced to firms willing to perform the labor cheaply. When it comes down to it,

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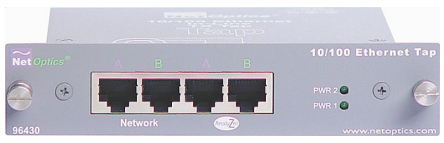
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Managed Patch Panels
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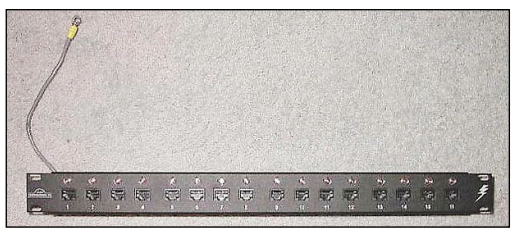


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UPS Environment Sensor
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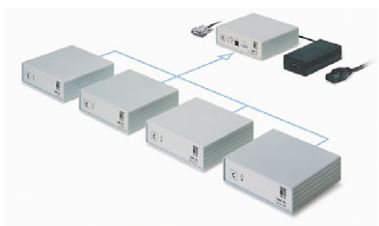


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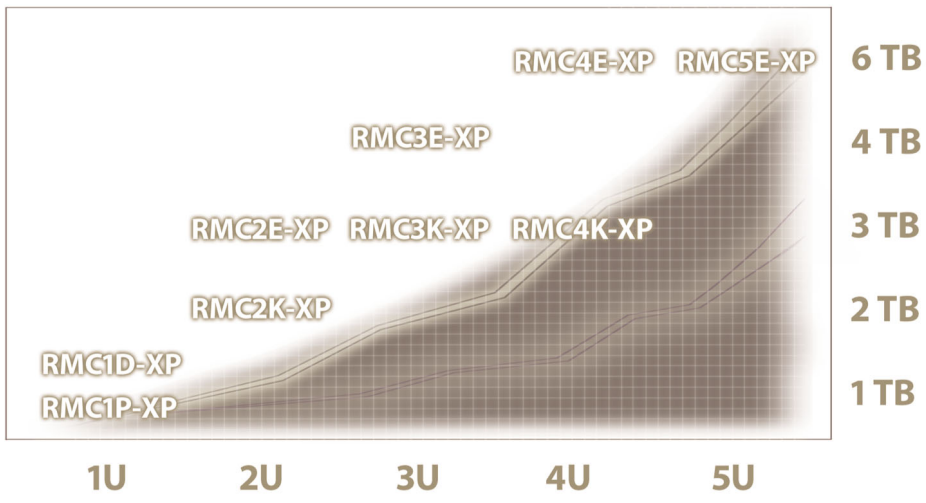
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Motherboard:
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Capable Storage:
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460W~650W ATX/EPS PFC single or redundant power supply
Motherboard:
12" x 13" ATX/SSI EEB 3.0
Capable Storage:
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Capable Storage:
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Power Tower XL Zero U
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Calling For Help

Continued from Page 6

don't know where to go from there." She suggests that a solid plan is beneficial for both company and outsourcer and helps make contract negotiation an easier process.

Also important to determine before vendor selection are security levels and access requirements. Although this can be hammered out during the discussion phase, knowing that a consultant may want administrator-level access to all company data, for example, could highlight certain issues and needs that would be crucial during the selection process.

"Knowing what you want, and how you want an outsourcer to help, is just a good position to be in before talking to vendors," says Westerheim.

Often the most hazardous part of a contract, and therefore the most worthy of attention, is the cost of the work.

Make The Choice

When a company has a plan in place, it's time to find the right vendor. As many IT departments know, this is sometimes easier said than done. But there are ways to ease the selection process.

Initially, vendors can be found best through networks. Westerheim notes that asking other companies how they solved problems or found help can be valuable. Tapping into established professional relationships is useful, as well as keeping an eye on who's hosting industry forums or speaking at workshops.

Once a list of outsourcers is in hand, Mike Ryder, a network security consultant, recommends checking references thoroughly. Although it's a standard tactic, he says that some companies don't make reference calls or fail to ask hard questions if they do. "Consultants are constantly working to keep their reputations spotless, and that's because they need referrals to get more clients," he says, adding that a vendor should be happy to give multiple references.

As well as asking reference contacts for information on technical skills, companies should inquire about other strengths and weaknesses of potential outsourcing partners, such as how they respond to emergencies, what kind of support they offer, how flexible they are with scheduling, and whether they do follow-up work.

Ryder says, "An outsourcer should be a good fit for your company not just because they can do the work but because they can do it the way you want." This includes being responsive to IT requests and showing a willingness to mesh with the company culture.

The Dotted Line

The following is a list of some items necessary for every outsourcer contract:

- Specific team members
- Project goals
- Equipment/hardware/software that will be used
- Estimated date of project completion
- Estimated costs, including overtime charges
- Training needs for company staff, in terms of time and cost
- Security access level
- Support procedures

Hammer Out The Details

When an outsourcer is chosen, the next step is creating a contract that outlines exactly what tasks will be done, when, and by whom. Gil Kirkpatrick, chief technology officer at software developer NetPro, says that boilerplate contracts should be skipped in favor of new documents specific to a project.

"Especially with security concerns in a company, you want to make sure you clarify everything," he notes. This will take more effort than putting together a standard contract, but it will prevent misunderstanding and could protect the company in the event of security breaches.

Particularly important is to include outsourcer team members in the contract. As some companies have found, unscrupulous consultants can pull a switch with its employees. Although a highly skilled, very professional consultant might be introduced during initial talks, once the contract is signed, the firm could send in a poorly trained employee to do the actual work.

Often the most hazardous part of a contract, and therefore the most worthy of attention, is the cost of the work. Kirkpatrick emphasizes that companies need to look very closely at overtime charges, clauses that concern project length, and "estimated" costs that leave room for equipment purchases and other "extras."

"Vendors like to leave room in contracts to make sure they have time to do a project," says Kirkpatrick. "But too much room brings ambiguity, and that's definitely what you don't want." He adds that many factors can make a project run over estimated time and cost, and these aren't necessarily caused by outsourcers. But a company can protect itself by specifying precisely how long a project will be allowed to run and how much unforeseen cost it's willing to absorb.

Finally, a contract should reflect the boundaries and expectations of a given project. It's not a declaration of war and shouldn't be negotiated as such. Rather, it should reflect the realistic needs on both sides of the table. Rudy Karsan, founder and CEO of human resource services and technology firm Kenexa, says that focusing on one aspect of a contract, such as cost or delivery date, can take away from the cohesion of a project.

"Keep in mind what you want the outsourcing partnership to provide and make all your decisions based on that," says Karsan. "The goal should be to create value for the company."

Looking Good

Cost and efficiency are important in an outsourcing partner, but here are some other traits that build a good relationship:

- Certifications and proven expertise
- Fits in well with in-house IT employees
- Familiar with company's systems and applications
- Anticipates problems rather than just reacts to them
- Knowledgeable about company's industry
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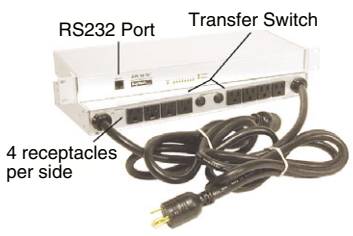
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Sizing Server Systems

Continued from Page 1

servers is greatly affected by their management. Management has passed the acquisition cost into the total cost of the server. "When reviewing TCO, both aspects need to be considered," says C.C. Fridlin, P.E., product marketing manager for Avocent. "The decision to replace existing servers, unfortunately, is not cut and dried." Although his firm does not currently focus on the performance criteria for replacing servers, they do focus on the cost of managing servers.

"Deployment of a tool set that allows the administrators to manage these devices is an important aspect of minimizing TCO. Providing a means for the administrator to remotely access the servers and other devices from wherever they are allows administrators to 'touch' more devices than they could before," Fridlin says.

Strategies

There are two basic ways to deal with server sprawl. The first is backward consolidation. This means reducing the mess that exists today. The second is forward consolidation: making sure that the current mess is not propagated.

In many cases, companies can save money and be more efficient by limiting the number of systems in use at the company. The key is to look at TCO.

Phelps says that not everything should be consolidated. And consolidation does not always save money for everyone. Talk to a number of businesses and you will find that some save 30% and some save 10%. In another case, consolidation may actually cost money.

Fridlin notes that the size of the organization has a direct effect on how to make administrators more productive. In smaller organizations the administrator is responsible for supporting users, responding to server alarms, updating servers, provisioning and installing new equipment, and more. Here, a remote solution allows administrators to perform many tasks directly from their desks.

In a larger organization, these functions may be split among different people or teams. For the NOC person, remote access provides the ability to move from ticket to ticket without having to go physically to each device.

Utilization Rates

"The average utilization across all Windows servers is in the 5% to 10% range," Gartner's Phelps states. "For Unix servers it is 20% to 25%." All of this extra space indicates poor workload management and a lack of partitioning.

Unless the server is mainframe-based, where workloads approaching 100% are likely, it is better to shoot for utilization approaching 60%, Phelps says.

Taylor says he can do better. "We shoot for 80% utilization," he says. Proactive uses Windows everywhere but on the creative side of the business, where it has Macs.

"Typically you have more speed than you need," Taylor says. "If you're a gamer or moving large images, you will put a lot of stress on the machine and that justifies a focus on the processor," he says. "But in most cases, you shouldn't buy servers based on speed."

Fridlin agrees. "The TCO puzzle is quite complicated, and determining when to add, upgrade, or replace the infrastructure is not cut and dried. What is certain is that companies need to address their management tools to maximize their greatest asset: their people."

Another effective way to achieve high utilization is to mix high-priority and low-priority applications on the same server.

Vendor View

Is this bad news for the vendor community? Dell is running a series of ads that ask: "Isn't it time to add performance . . . not servers?" But the ad responds, "You know better. Dell knows how." And the kicker is, "Things have changed since Y2K. How about your servers?"

However, Phelps maintains that consolidation is in the best interest of vendors, too.

For a long time, it was conventional wisdom that servers should be replaced every three years. Most tax write-offs for servers are built around three- or five-year lives, while mainframe servers usually are five or seven years. Phelps says consolidation should be based on whether the system is functioning effectively and whether it can handle the programs running on it.

Some new systems offer micro-partitioning. But you have to be on the latest version of the server to make it work.

Taylor says three years is a good rule of thumb for machines. "Where will I get a P4 in three years to replace the one I have now?" he asks. But he laments the fact that his drives usually are good for five years.

Software pricing is a bugaboo. "This is one big reason why consolidation might not save a company money," Phelps notes. Typically, licenses are enterprise-wide, by named user or per seat. Take the case of a company that wants to consolidate 10 two-way file print servers to a single eight-way. That reduces count from 20 CPU to eight CPU for the license, right? Not so fast: Each software application will now be charged for an eight-way license instead of a two-way.

Parting Advice

Phelps says one key to successful server consolidation is to manage the expectations of upper management. "They may expect to 'save millions' and not see much dollar savings at all," he says. "They may not save money, but other good things will happen. Staff count might not fall, but staff can be reassigned to other jobs."

Three Routes To Efficiency

There are three paths a company can follow when it consolidates servers. All can result in savings and efficiencies.

First, logical consolidation puts logical control of the enterprise's servers under one responsible group. Many times, this will be the first time a company has a handle on what is actually deployed in its network. A typical nightmare scenario might find five different flavors of Unix.

"You'll get rid of duplicate licenses, find ghost servers, and be able to enforce standards," says John Phelps of research firm Gartner.

Second is physical consolidation. This brings most servers into a central location. This reduces physical infrastructure costs and should improve both availability and security because there will be knowledgeable staff to care for the server.

There may be cases where it is not possible to bring all servers under one roof. This is not necessarily bad, but should only be done for a reason. For instance, a particular location might not have the bandwidth to backhaul traffic to the home office.

On the other hand, corporate politics may also preclude physical consolidation. "People want to keep their department server right by them. They want to be able to pet it," Phelps says.

Third is rationalization. This is the Holy Grail of consolidation and involves reducing the actual number of servers, moving applications to the same system, and similar moves.

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FOCUS PIECE

Get The Most Out Of Outsourcing

Exploit The Opportunities & Eliminate The Headaches

by Sixto Ortiz Jr.

• • •

TODAY, outsourcing is a great source of hyperbole for politicians who want to score points with potential voters, especially those hurting due to tough economic times.

But, outsourcing is here to stay: The META Group estimates over 70% of businesses today use outsourcing. So learning how to manage outsourcing relationships after the contracts are signed and work begins is time well spent.

A successful outsourcing project requires careful attention and oversight. As you're about to discover, your responsibilities don't end the moment you sign that outsourcing contract with your vendor. Instead, they are just beginning.

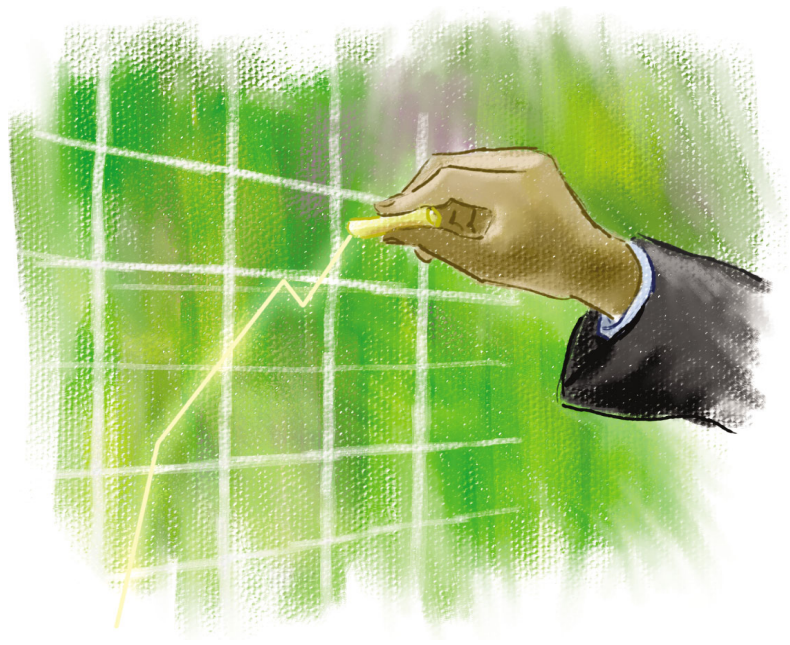
The Need For Data Security

Let's say you've outsourced your entire SAP or PeopleSoft software environment to an outside firm that supplies the hardware, server farm, monitoring, etc. Even though the hardware and software maintenance headaches are out of your hands, you are still responsible for the integrity and security of your business data. Hardware and software are replaceable; precious business information is not.

You must make the security of your data as much a concern as if the hardware resided in your own data center. Review your contractual agreement carefully and make sure you clearly understand your options in case disaster strikes. This is the time for paranoia; no scenario should be too outlandish to escape your scrutiny.

Does the vendor have countermeasures in place to prevent attacks from viruses, hackers, and other external threats? Does the vendor have the infrastructure in place to provide your business with the level of data redundancy and/or failover you require? If you need instant failover, is the capability available?

Perform periodic audits to verify that your outsourcing partner is operating according to the standards you require. If you need help, hire an outside consulting firm that specializes in auditing security infrastructures to help you focus on what's important. Remember, it's their server farm, but it's your data: Do what you can to ensure it is protected.



Dane Anderson, program director for the META Group's Technology Research Services, advises small to midsized businesses to make sure they understand and have actually seen the precautionary measures contractors and/or service providers take in protecting customer data. This, Anderson adds, entails site visits, vetting proposal responses against client references, onsite visits to the provider's location, and investigating and questioning any past problems, such as data leaks, litigation, etc.

Measuring Up

Let's say you've hired an outsourcing services provider to provide your business with IT help desk services. The contract is signed, the savings are significant, and top management is pleased.

But, without a way to measure performance, there is no way to measure the quality of service provided. How do you know that your employees' help desk issues are getting resolved quickly and efficiently? How do you know how satisfied your employees are with the level of service?

There is no question that measuring performance is important. The current challenge for most organizations, Anderson points out, is they do not do an adequate job of measuring performance and articulating value from the functions and service levels measured. To do this, says Anderson, organizations must establish service objectives and place metrics and measures against those objectives.

Let's say our hypothetical IT help desk services vendor is providing lousy service: Technical support specialists are inattentive, respond slowly, and are often at a loss for solving anything but the simplest problem. Without firm metrics and periodic audits to help you gauge performance, you cannot be certain whether the complaints you are getting about poor service are accurate. Let's put it another way: If your only focus is on the amount of money the vendor is saving your business, you will turn a blind eye to anything else.

This leads us to an important point: It is critical to know who the end customers are for outsourced services and how satisfied they are

Go to Page 18, Column 1

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Get The Most Out Of Outsourcing

Continued from Page 17

with the vendor. In a white paper titled "Managing The Outsourcing Relationship: A Shared Vision Produces Greater Rewards," Simon Tarsh, managing consultant with the PA Consulting Group, emphasizes the importance of "continual improvement that is underpinned by performance measures and end user satisfaction measures." If you want end user opinion, you must ask for it. If you want to know how a vendor performs, you must measure performance against sensible, measurable metrics.

Whatever outsourced service you are using, establish metrics for performance and conduct periodic audits against those metrics to measure vendor compliance with the expectations you set. Also, it's important to get a handle on customer satisfaction, whether those customers are internal or external.

Keep in mind that expectations of performance and the metrics you will use to measure performance must be crystal clear to all parties at contract time, before any work is done. That way, everyone is on the same page and knows the level of performance that is expected.

Communicate, Communicate

Developing strong relationships with outsourcing providers is all about communicating. Tarsh emphasizes that "as services increase in complexity, more active communication is essential." This makes sense: Some services may require little oversight, while others may require daily, active working relationships with outsourcing providers.

Tarsh also recommends that senior management stay involved and periodically appraise the status of an outsourcing relationship. This way, needed changes can be anticipated and the contractual relationship can be modified if the needs of the business or the capabilities of the vendor happen to change. Outsourcing contracts are usually long-term, so the possibility of change should be expected.

Overseeing Performance

With so many outsourcing choices available, it is not surprising to see many businesses, both large and small, engaged in outsourcing relationships with multiple vendors. One company might be hosting your ecommerce Web site while another may be providing desktop hardware, software, and support for your workforce. In some cases, an entire department in your business, such as HR, may be outsourced to a third party.

So, businesses that depend on multiple outsourcing vendors will be challenged to figure out how to manage these multiple relationships to ensure that the business is capturing maximum value. In an Executive Insights report titled "Outsourcing Desk Reference: Executive Summary," the META Group advises organizations to create a layer of managerial "governance" over outsourcing contracts to oversee performance for multiple service providers.

In other words, appoint decision-makers who are responsible for overseeing service provider performance all across your business. Decision-makers should also have the authority to act on the information they collect and swiftly implement corrective action when it is needed. Service providers are hired to perform the "non-core" functions in your business, but that doesn't make these tasks any less important.

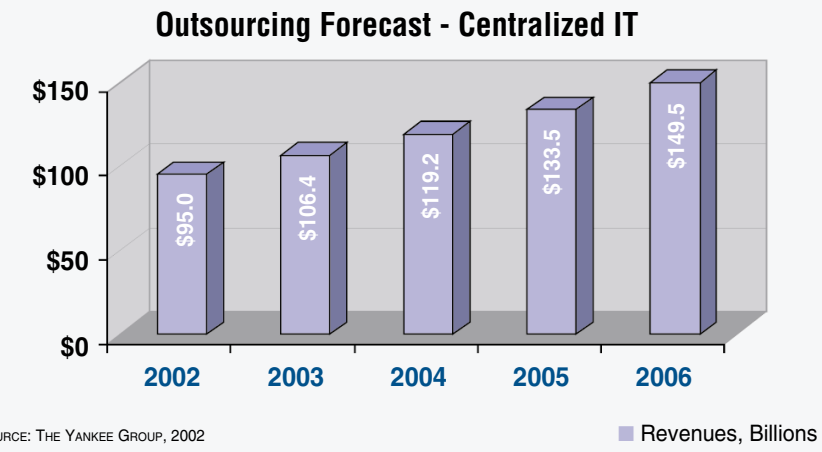
Here To Stay

The fact is that outsourcing is here to stay. In fact, the number of businesses using outsourcing will only rise as companies continue to reduce IT staffs and budgets. After all, in today's tough environment, businesses must concentrate scarce resources on those activities that yield the most value and are most closely aligned with strategy and core values.

Learning the ins and outs of managing relationships with outsourcing providers is critical to capturing maximum value from outsourcing. Outsourced tasks may not be core to a business, but they are still important and must be carefully managed. Remember, choosing a vendor and signing a long-term contract is only the beginning.

Outsourcing Of The Data Center: A Growing Trend

According to a study by Yankee Group on the growth of traditional data center outsourcing (including servers, storage, security, and systems management), revenues from outsourcing are forecasted to grow 12% from 2002 to 2006.



SOURCE: THE YANKEE GROUP, 2002

Quick Tips For Overseeing Your Outsourcing Relationships

Keep expectations front and center. Just because certain expectations and metrics are written into the contract doesn't mean they are first and foremost in your vendor's mind. Keep them there!

Assign oversight accountability. We mentioned that top management should be involved. Ideally, that means a member of top management should have direct responsibility for outsourcing oversight.

Perform periodic reviews. It is important to gauge performance through performance and customer satisfaction metrics, but capturing information does no good if it's not discussed and acted upon.

Be ready for change. Your business will change, hopefully for the better. Choose outsourcing providers who can grow with you.

Never stop looking. Don't marry your business to a single set of outsourcing providers. Remember, it's your business, and you're ultimately responsible.

Corporate Systems: DIY Or Ready-Made?

Continued from Page 11

the preciousness of staff time is what ends up closing the deal for ready-made systems, too.

As she puts it, if you are a small or midsized business, "How many people are you really going to have in the IT department?"

An organization with a couple hundred people in it may only have a handful of people in its IT department, each with more important duties than slipping CPUs into their sockets and plugging in wires from power supplies.

The prices for workstations and servers today are so low that the savings is negligible to nonexistent to do it yourself anymore. Not only do you run the risk of paying more for all of the components than you would for those that come in a whitebox or brand-name system, but the opportunity cost of well-paid data workers putting together the hardware is going to be very high.

Even upgrading or replacing broken components doesn't make sense for these departments. Doing so could void a warranty if you bought the system prebuilt already, and the extremely affordable prices of bundled systems usually makes a new system look more appealing than a repair, anyway.

Comparing Systems

The savings on a do-it-yourself system just don't justify the effort anymore. The following is a side-by-side comparison of an entry-level Dell workstation and the cost of comparable components. The comparison assumes a simple one-unit purchase. The DIY system would use the most affordable components on the market (as priced by pricewatch.com).

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(*Doesn't include warranty or labor.*)
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Mouse: $5
Keyboard: $10
Intel Celeron 2.4GHz processor/motherboard combo: $102
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256MB DDR memory, 333MHz: $25
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FOCUS PIECE

Should It Stay Or Should It Go?

Deciding What Your Company Should Outsource

by Ericka Chickowski

• • •

Outsourcing is becoming part and parcel with running an IT department at a large enterprise these days. According to IDC, the IT outsourcing services market will close in on $100 billion in sales in 2007. While most of that is made up of large enterprise deals worth millions, many smaller businesses are taking advantage of the market, realizing that they don't have to spend a fortune to get certain functions out of their IT workers' hair.

"Anything related to technology has been largely commoditized. The offerings are well-known, and the prices are well established," says Denis Chamberland, a lawyer who specializes in outsourcing and technology for ABTS Global, a technology services provider. "The value to the small company is cost cutting, better quality service, and access to bleeding edge technology."

The Big Decision

The question is where will these benefits be best utilized in the department. Perhaps one of the most difficult steps of outsourcing is deciding what functions can go out the door and which should stay in-house.

"We have a lot of customers who are dealing with that question," says Ajay Arora, senior director of product management and marketing for Centrata, a company that specializes in IT Service Delivery Management. "Not only is it difficult to decide what to outsource, but they often haven't rationalized exactly what they are delivering."

In order to make the best decision, Arora suggests that companies first get their priorities straight. They need to look at all of the functions the department provides and decide which are the most significant to business goals.

"The first step is to define what you do and what are the most business-critical functions that you are providing," he says. "Keep in-house the ones that have the highest touch to the end user and to the business."

Chamberland agrees that priority setting is critical in deciding what to outsource.

"The starting point would be to look at what is core to their business, what functions provide strategic advantage to the company," he says. "If it doesn't provide any kind of competitive advantage, it should be a candidate for outsourcing."

One example of such a function that rarely offers strategic advantage is desktop services. Both Chamberland and Arora agree that this is the most commonly outsourced IT service for small to midsized enterprises. Because the customer is rarely affected by the type of workstation your employees use, it usually doesn't matter whether you own and manage them or somebody else does.

Other jobs many smaller companies are choosing to outsource include data center management, repairs, and help desk duties. Some of these can be fairly transparent, not only to customers but also to non-IT staff.

Long Term vs. Short Term

Traditionally, the term "outsourcing" refers to long-term, standing arrangements, while "projects" are contracted out on a one-time basis. This doesn't mean that companies can't outsource short-term duties. Some short-term deals can include the management of major upgrades and the work involved to integrate new applications into your infrastructure.

When deciding whether to outsource a certain portion of the IT duties, the length of the contract needed to secure a vendor should be considered closely.



"An outsourcing deal is unlike selling a building, where it is a one-time transaction that is over once the building is sold," Chamberland says. "You are setting up an arrangement that is typically going to last five to 10 years. Make sure that you size up the entire lifecycle when deciding to sign the deal."

However, companies shouldn't choose solely on the basis of whether it is a short- or long-term engagement. Instead, it comes back to the litmus test of competitive advantage.

Don't Rush

Because every function that you do choose to outsource will usually involve a long-term contract, both Chamberland and Arora suggest methodical business planning before giving the green light.

"Rushing into it is usually not a good way to approaching outsourcing," Chamberland says. "One of the things that small companies run into is that they try to do things too quickly. They do not think through the business case for outsourcing. They haven't done complete analysis of what the function costs today and what it will cost to outsource."

Arora believes that many IT shops decide to outsource in the same ad hoc manner that they would troubleshoot systems. That can lead to a scenario where they are paying more for outsourcing than they would keeping the function in-house—without a tremendous ROI.

"People don't really assess the in-house cost vs. the outsourcing cost properly sometimes," Arora says, explaining that many companies don't consider the hidden costs of things such as consulting fees that add to the final tab.

Before deciding what jobs to hand off, businesses should perform some sort of TCO analysis. From there, it will be much easier to determine whether the final cost will be worth the convenience of ridding the department of an extra responsibility.

Deciding What To Outsource

There is no set trick to choosing functions for outsourcing. Every company that has signed an outsourcing deal has grappled with the question at some point. Denis Chamberland, a lawyer for ABTS Global, and Ajay Arora, senior director of product management and marketing for Centrata, offer some pointers to make sure your decision is a good one.

Get your priorities straight. First know what IT duties are critical to your core business offerings.

Hang on to strategic functions. If a function provides any kind of competitive advantage, keep control to ensure that actions are aligned with business strategy and the job gets done right.

Everything else is fair game. Look particularly at high volume and highly repetitive functions.

Perform TCO and ROI analysis. Just because you really don't want to do a function doesn't mean you should rush into an agreement.

Good Candidates For Outsourcing

Every company has a few functions that are just right for outsourcing, and in many cases they are different from firm to firm. However, there are a few "gimmes" out there. The following are some of the most commonly outsourced functions for small to medium-sized businesses.

Desktop Management

Dealing with desktops can be a real bear when you are managing a network. Many small businesses are giving the reins over to firms that work solely with desktops so that their IT staffers can concentrate on higher-priority projects. This practice is continuing to become more common as desktop management services become more commoditized.

Application Integration

When bringing in a vanilla application is not an option, some SMBs would rather pass off the work of integration to firms with more expertise in the field. This is especially true for internal applications that offer no critical competitive advantage to the business.

Data Center Management

Many smaller companies just don't have the money or resources to run an effective data center that suits their needs. In these cases, businesses hire an outside company to run the center and sometimes even use these management firms' equipment to house the data.

Hardware Repairs

More than likely, most of the data gurus out there have a pretty good working knowledge of the hardware they are working with. A craftsman needs to know his tools, after all. But companies are finding it more time- and cost-efficient to let outside experts put together, repair, and maintain their hardware.

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OPINIONS
DATA • DEVELOPMENTS

Sinking The Pirates

I listen to NPR whenever I'm in the car and my granddaughter does not insist (at the top of her lungs) on watching one of her Barney DVDs. After my last editorial that touched on the problems with piracy in India, China, and elsewhere, I was pleased to hear about a new push by the United States to crack down on pirated goods that reach our shores—especially from China. In a Reuters story detailing this STOP! (Strategy Targeting Organized Piracy) program, David Hirschmann, senior vice president of the U.S. Chamber of Commerce, is quoted, "Virtually everything of value that Americans make, create, or innovate is stolen somewhere around the world, and it's time to step in and stop it." According to this story, the global market in counterfeit goods is as high as $600 billion, or enough money to pay for the war in Iraq three times over (give or take a few billion) or to fund a cure for malaria in the third world (with a few hundred billion left over).

In another related story on NPR, we heard about how a manufacturer here in the United States had won roughly $40 million from a "company" in China who has refused to pay the judgment and continues to flaunt U.S. law by exporting its pirated products to the U.S. and other markets. Anyone going to Hong Kong can tell you that there are plenty of stores full of knock-off DVDs containing every imaginable software package at ridiculous prices. We've seen betas for Visual Studio appear there before Microsoft had distributed them to the MVPs.

After the police raid these businesses, they open minutes later in the same location with new stock. (The confiscated merchandise is often scavenged from the trash, if it even makes it there.) All this goes on as the factories pound out more pirated goods.

What Can Be Done?

While these stories don't make the front pages of our newspapers, it's clear that something needs to be done. But what? Apparently U.S. customs officials are hard at work but grossly understaffed and can't inspect but a small percentage of the cargo containers flooding in from China and the rest of the world. While these containers have carried illegal aliens in the past and Homeland Security worries about a stray nuke or two being tucked in between fake Barbie dolls, the real threat to our businesses and jobs is this deluge of pirated ideas, trademarks, concepts, and intellectual property.

My idea for a solution is a simple one. If you want to import goods into the United States from a country with a piracy rate over 50%, you need to be bonded. That is, your company needs to put up a healthy bond to ensure that you won't export anything that violates U.S. copyright laws. This bond would be a significant percentage of the value of the goods you're importing—perhaps several hundred million dollars for large companies. The host government (like China) also would need to put up a multibillion dollar bond.

Then, when a U.S. manufacturer sues a company for infringement, it draws from the bonds and lets the host government collect from the company that broke the law. This way the foreign companies (that often dematerialize when confronted) and the host government would find it in their own best interest to crack down on piracy. Companies that choose not to comply would be forced to have all of their goods inspected before entry. Those that comply would sail through customs with only occasional spot inspections.



WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

^ BIO NOTES

Yep, that would mean that these goods would back up in U.S. ports and rot until the inspectors got around to checking them out—piece-by-piece. Our real power here in the United States seems to be that we're one of the biggest consumers. If we don't buy it, the sellers lose a significant part of their market. Sure, they'll still send the knock-off DVDs, books, and motor scooters to Thailand, India, and elsewhere, but if the wealthy U.S. market is shut off, it might get their attention as their profits dry up.

How Do Developers Lose?

So, what does this have to do with software developers? After all, this column is supposed to focus on "developer" issues. We know that developers lose when their hard work is stolen by other developers (here and abroad) that choose to ignore internationally accepted copyright laws. Developers are like artists, musicians, and authors: Their contribution is their unique talent, years of experience, training, dedication, hard work, and long hours away from their families. We don't take theft of these contributions lightly.

Since the Chinese (and others) have taken over our manufacturing jobs, what we have left are jobs that depend on recognition of our intellectual property rights and flipping burgers. While we can drill this concept into the minds and morals of our own kids, students, and customers, this does no good when governments turn a blind eye, wink, and take a cut from the companies who are dumping stolen goods on the international markets.

One final point: If you see one of my books published in China, it's a pirated knock-off. I have never authorized any translations into Chinese, so don't stick it under my nose to sign unless you plan to retrieve it from where I'll stick it.

Send your comments to bill@processor.com

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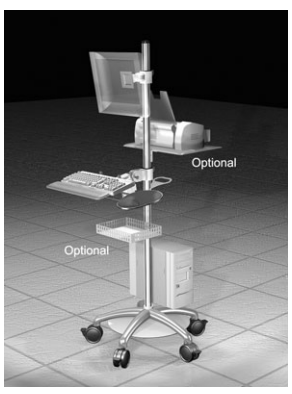
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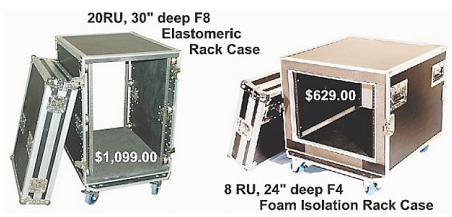
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PROCESSOR

OPINIONS
INFRASTRUCTURE

HP's SMB Guru

I have long been predicting the demise of large-scale, general-focus technology trade shows, and attending TechXNY in New York in October did absolutely nothing to dissuade me. The show lacked focus and consequently offered very little to IT professionals.

The lone highlight was an interesting keynote address from HP's Kevin Gilroy, senior vice president of worldwide SMB segment operations. Even though *VARBusiness* magazine identified Gilroy as the channel executive of the year, his speech once again confirmed an almost universal truth with large-scale manufacturers: The small and midsized enterprise is absolutely critical to their success, but they will not touch us with the proverbial 10-foot pole.

> The SME is critical to large manufacturers' success, but they will not touch us with the proverbial 10-foot pole.

The Speech

Gilroy began his address with a succinct summation of the transitions currently facing technologists across the board: analog to digital, static to mobile, and physical to virtual. The question is no longer whether we should migrate; it is how we should migrate. The problem is even more difficult in smaller enterprises, where both human and financial constraints are harder to overcome. Gilroy's answer should not be surprising: Let business dictate IT (a motto that, he notes, is often repeated but seldom done). IT needs to understand business goals and integrate technology into business processes to realize its full potential.

Gilroy identified two major keys to success: board-level buy-in and prioritization. Not only do IT leaders need to understand business goals, but business leaders must embrace technology in their strategies and work with the CIO to set priorities that will provide the most overall value to the company.

Acknowledging that many smaller enterprises lack board-level visibility because they do not have a CIO—if they have a board at all—Gilroy was not without an answer. He firmly believes that the channel can help provide CIO-level insight to SMEs by focusing on vertical specialization and value-added services, with the manufacturer's role being little more than a collaboration point between channel partners and customers.

Back On Earth . . .

On which planet? Once again, a major manufacturer admits that a lion's share of its continued success depends on the SME. Yet when it comes to providing the SME with vertical knowledge, horizontal knowledge, customer service, implementation assistance, or frankly any of the unique challenges SMEs face, how quickly it points a finger at the channel. The manufacturers consider SME needs to be someone else's problem.

The problem is, the partners are even less equipped to meet the "CIO-level insight" needs of the SME because the channel business is so brutally competitive. Consider your own market: How many channel partners can you think of that have disappeared? How many of the partners that exist are fewer than five years old? Unless I'm the one living on a different planet, I suspect your answer to both questions is "a lot."

The margins on equipment alone are almost nonexistent. To survive, partners have to either dramatically increase the number of transactions they perform by consolidating with other partners into larger companies, or else specialize in a particular technical discipline to capitalize on a greater percentage of business of that type. Channel profit is heavily dependent on efficiency—either an efficiency of scale or an efficiency of talent.



MICHAEL DEMPSEY

BIO NOTES

Michael Dempsey is the information technology manager of Sandhills Publishing and technical editor of Processor *magazine. He has more than a decade of experience in voice and data communications and holds current CCNP and CCDP certifications. Dempsey is an expert in network security, virtual private networks, and IT infrastructure.*

In either scenario—bigger or deeper partners—strategic insight for the SME suffers. Vertically focused partners are unable to provide it because they lack the broad technical knowledge required to prioritize technical goals. Their priority is always what they specialize in. Larger partners potentially overcome this width-of-knowledge barrier, but as they grow in size, they rapidly lose their interest and ability to provide deep personal service to individual organizations, which is supposed to be the appeal of working with a partner to begin with.

Get Your Own Pole

Do not get me wrong—Gilroy made a number of very good points. I agree with his keys to success, and I fully recognize that there are scores of channel partners that are very capable of performing a variety of technical tasks. Where I think Gilroy's channel plan misses the boat is in comprehending the difference between strategic and tactical plans. Channel partners can be invaluable tactical resources for ramping up specific skill sets and reducing implementation timelines, but they simply cannot provide board-level buy-in and prioritization for you. That is your job.

Use the channel for what it is intended: a tactical advantage. Develop your strategies by pushing manufacturers to start supporting you more directly. After all, if their success depends on us, ultimately they have no choice but to start listening.

Send your comments to mike@processor.com

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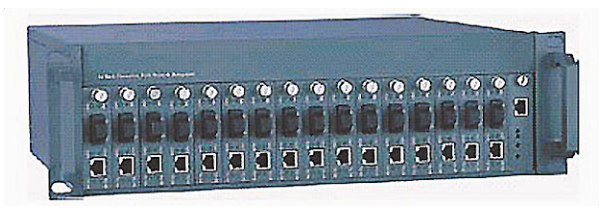
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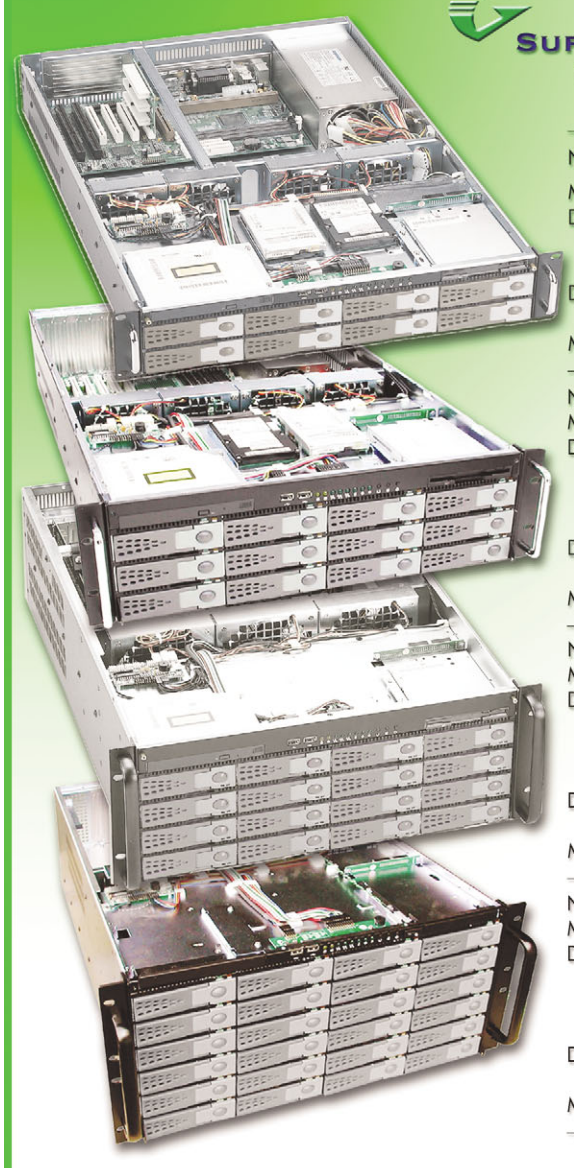
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Dimensions: 19" x 5.2" x 25.6"
(483W x 133H x 650D) mm
Motherboard Size: EATX (Max. 12" x 13")

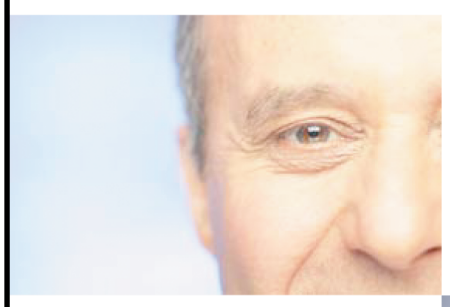
Name: **ORCA 16**
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Motherboard Size: EATX (Max. 12" x 13")

Name: **ORCA 24**
Model: GHI-580
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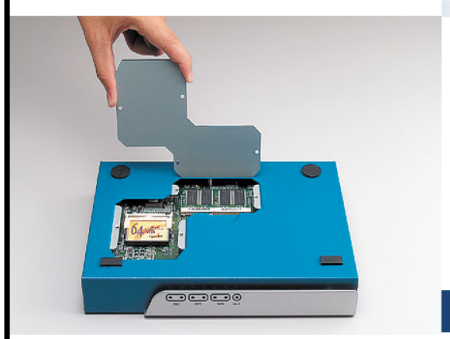


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OPINIONS
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Regulations & Storage: Part 2

My last article discussed the legal and regulatory environment that is putting pressure on business managers and IT professionals. In this ar-ticle, I'll point out some things you can do to get a leg up on meeting new requirements with existing technologies that you are already familiar with.

Most legal opinions are lining up on the side of trying to keep all electronic records to mitigate regulations and litigation risks, as opposed to throwing away data that might be considered either irrelevant or too sensitive. The problem with selective data destruction is the near-impossibility of ensuring it is all actually destroyed in all forms. "Smoking gun" evidence, such as hard copies of deleted emails that find their way into court, is the worst possible scenario for the legal team. Punitive damages and sanctions for not cooperating in a case can exceed case judgments by a considerable amount.

So, if you are going to try to store everything, you need a technology solution to do the job. The two leading candidates are tape backup and snapshot technologies. My advice is to implement separate backup or snapshot systems for regulations/litigation support. It is much easier to demonstrate to the court exactly how you have been keeping records, and you also don't have to be as concerned about inadvertent data deletions that occur accidentally during routine maintenance. Most importantly, if you ever need to access this historical data for a legal action, it will not turn your IT organization inside out trying to extricate historical data from production systems and processes.

Tape Backup Or Snapshot System?

Tape backup often gets a bad rap due to the problems with tape reliability, performance, and operations lo-gistics. But tape storage can be an excellent solution for keeping historical versions of data, which is what regulatory and litigation support is all about. A single tape can keep many different versions of the same file, whereas keeping multiple versions of a file on disk tends to be much more difficult unless you have a file system that does this for you—and even then there are limitations. Backup technology, on the other hand, will keep older versions of files as long as you like.

You can meet basic compliance goals by running a separate, independent backup system for historical data. It's possible to leverage your investment in existing tape equipment as long as you don't use the same group of tapes that you use for everyday backup operations. For that reason, the best approach may be to run a separate backup software installation. In most cases, it is not necessary to run historical regulatory backups every day—they only need to be run often enough to capture historical data. Considering that most files and emails are kept for months already, it's not out of the question that backup for regulations can be done once a week or a couple times a month. In addition, these regulation-driven backup operations can be incremental; there is no need to make weekly copies over and over again. Essentially, this is much lighter duty than day-to-day backups done for business continuity purposes.



MARC FARLEY

BIO NOTES

Marc Farley is the author of "Building Storage Networks," the leading technology book in the field of storage networking. He is also the president of Building Storage, Inc., a company that provides consulting and educational services to the network storage and financial services industries. Farley regularly writes and speaks about storage networking technology and is an online expert for the SearchStorage Web site.

Email records are central to most regulation investigations and litigations. Considering the amount of email messages, it only makes sense to pay special attention to how email storage is managed. Fortunately, email storage has been targeted by vendors working on regulations-compliant technology. One example is Commvault's QiNetix Data Archiver. This product not only backs up emails completely, but it also indexes the contents of emails, making them easier to find later if litigation occurs. There are a number of other products that can be found by searching the Internet using the keywords "email and compliance."

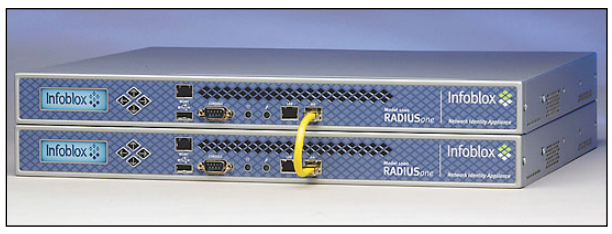
File-Level Snapshots

File-level snapshot technology also works extremely well for regulatory compliance purposes. In general, file-level snapshot products, such as Network Appliance Filers, are designed to keep historical versions of files, but only for a limited amount of time. To use them for regulatory compliance, the standard Netapp filer needs to be integrated with a secondary storage product that keeps data for an extended period of time, such as tape backup or another snapshot product. Some of the most interesting new products today are read-only (write-once) NAS products that store data but do not allow it to be updated after it has been written to disk. The key for using snapshot technology for regulatory compliance is making sure that you always get a chance to capture the data in secondary storage before it is deleted from the first-level snapshot storage.

As a parting comment, make sure to document your implementations, as well as your operations—including problems that you run into. It will be much easier to explain things to the court if they are documented. Just as regulatory storage is an exercise in risk management, good documentation of regulatory storage solutions is sound risk management for the IT staff.

Send your comments to marc@processor.com

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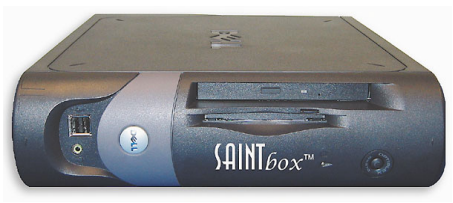
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MARKET WATCH

This week's MarketWatch lineup focuses on Cisco, which offers a huge array of networking products for companies of all sizes. Here's a list of hardware, software, and product families the company offers to small businesses, enterprises, and service providers. All prices are lowest online or street prices as available. For more information, contact the company at (800) 553-6387 or www.cisco.com.

Category	Product	Features	Price
Application & Content Networking			
	CSS 11500 Series Content Services Switch	High-performance, high-availability modular architecture for Web infrastructures	from $6,685
	GSS 4480	Data center load balancing, disaster recovery	$14,411
	IP/TV 3400 Series	Video servers for video on demand, synchronized presentations, etc.	from $10,412
	500 Series Content Engine	Content delivery systems for branch offices	from $2,854
Network Management			
	Transport Manager 4.6	Software delivering intelligent element management software for the Cisco ONS family of optical networking products	contact Cisco
	Mobile Wireless Center 2.0	An intelligent network management system for Cisco Mobile Exchange and other Cisco products in mobile wireless networks	contact Cisco
	CiscoWorks IP Telephony Environment Monitor	Application suite; reports IP telephony/network health	from $14,661
	CiscoWorks LAN Management Solution	Device management applications for network management	from $13,569
	CNS Network Registrar	DNS/DHCP system providing scalable naming and addressing services for enterprise networks	contact Cisco
	CiscoWorks VPN/Security Management Solution	Management of VPNs, firewalls, and intrusion detection systems	from $5,719
Routers			
	800 Series Secure Routers	Provides secure Internet and corporate network connectivity to small remote offices and teleworkers	from $429
	1700 Series Modular Access Routers	Stateful packet inspection, wire-speed VPN	from $141
	2600 Series Multiservice Platforms	Analog and digital dial-access services, VPN, firewall, and inter-VLAN routing	from $1,250
	3200 Series Mobile Access Routers	Secure routers for use in vehicles	contact Cisco
	3700 Series Multiservice Access Routers	Onboard LAN/WAN connectivity	from $5,295
	7200 Series Routers	ISP edge and enterprise routers	from $3,035
	7300 Series Routers	Provide IP/MPLS at edges of ISP, enterprise networks	from $12,650 (7304)
	7400 Series Routers	1U routers for ISPs, enterprise	from $8,955
	7600 Series Routers	Provide IP/MPLS at edges of ISP, enterprise networks; MAN/WAN	contact Cisco
	12000 Series Routers	IP/MPLS routers for network cores and edges	contact Cisco
Security & VPN			
	Traffic Anomaly Detector XT 5600	A complete solution to help organizations protect against DDoS or other cyber attacks	contact Cisco
	Guard XT 5650	A mitigation appliance delivering a powerful and extensive DDoS protection system. Designed for demanding enterprise environments	contact Cisco
	IOS Firewall	Integrated firewall and intrusion detection, providing security for intranet and extranet connections	from $657
	PIX 500 Series Firewalls	Security appliances; DES, 3DES, or AES	from $368
	VPN 3000 Series Concentrators	Expandable VPN platforms	from $2,030
	IDS 4200 Series Sensors	Intrusion detection appliances	from $4,989
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	MDS 9000 Series Multilayer Switches	Scalable, secure switch with unified management	contact Cisco
Switches			
	Catalyst 2940 Series Switches	Eight 100Mbps ports, one 100Mbps, or Gigabit uplink	from $529
	Catalyst 2950 Series Switches	100Mbps/Gigabit switches	from $548
	Catalyst 2950/2950 LRE	Long Range Ethernet variant of the Catalyst 2950 Series	from $1,277
	Catalyst 2970 Series Switches	Gigabit Ethernet switches	from $2,979
	Catalyst 3500 Series XL Switches	Stackable 10/100/1000Mbps switches; QoS	from $1,964
	Catalyst 3550 Series Switches	24- and 48-port 100Mbps and Gigabit Ethernet; QoS, high availability	from $1,845
	Catalyst 3560 Series Switches	802.3af and PoE 100Mbps Ethernet	from $4,373
	Catalyst 3750 Series Switch	Stackable switch for enterprise branch offices	from $3,850
	Catalyst 4500 Series Switches	For enterprise wiring closets, branch offices, and Layer 3 distribution points. Built for resilient wire-speed Layer 2/3/4 switching and routing	from $995
	Catalyst 4000 Series Switches	For backbones to the network edge	from $3,999 (4006)
New!	Catalyst 4948 Switch	A wire-speed 48-port 10/100/1000 switch optimized for server aggregation	from $13,495
	Catalyst 6500 Series Switches	48 to 576 Gigabit ports; up to 1,152 10/100Mbps Ethernet ports	from $1,653
	Catalyst 8500 Series Switches	Layer 3-enhanced ATM switch	contact Cisco
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	7900 Series IP Phones	Business phones for IP and wireless IP telephony	from $180
	Cisco CallManager	Call-processing software for Cisco IP telephony, AVVID	contact Cisco
	Cisco Unity	Email over the phone, voicemail over the Internet	contact Cisco
	Cisco IPCC Express Edition	Suite of AVVID apps for IP telephony, unified communications, IP video/audio conferencing, and contact center	contact Cisco
Wireless			
	Aironet 802.11a/b/g Wireless CardBus Adapter	Provides high-performance 54Mbps connectivity in the 2.4GHz and 5GHz bands	contact Cisco
	Aironet 802.11a/b/g Wireless PCI Adapter	Provides high-performance 54Mbps connectivity in the 2.4GHz and 5GHz bands	contact Cisco
	350 Series Workgroup Bridge	For remote workgroups, satellite offices, and mobile users. Provides wireless connectivity to any Ethernet-enabled device	from $427
	Aironet 1100 Series	WLAN access point available in 802.11b or 802.11g versions	from $448
	Aironet 1200 Series	802.11a/b/g models available; 2.4GHz or 5GHz; up to 54Mbps	from $511
Servers/Gateways			
	AS5350 Universal Gateway	Data, voice, wireless, and fax services on each port	from $11,509
New!	EGW 2200 Enterprise Gateway	A network appliance supporting voice signaling protocols, Digital Private Network Signalling System (DPNSS), and QSIG	contact Cisco

Database Security
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One-Stop Wireless Networking For Small Business

D-Link's Airspot DSA-5100 Is An All-In-One Hotspot Gateway Solution

by Dennis Raven

• • •

A COLLEAGUE WITH A COFFEE SHOP asks for advice on installing wireless Internet access to increase customer traffic. What's a good answer—a technical solution requiring support staff like those implemented in corporations? Not likely. What's needed is an easy-to-install, easy-to-manage system that requires very little maintenance. An excellent recommendation is the new rack-mounted D-Link Airspot DSA-5100.

New Features

D-Link has expanded on its successful DSA-3100 unit and added additional capabilities. It offers a one-stop networking solution with impressive firewall features, advanced management controls, and two WAN ports for network load balancing, providing firewall, DHCP server, and router functions for both public and private Internet access. The DSA-5100 can also monitor and control up to 400 active user accounts out of a 2,000-account database while maintaining a private LAN for employees behind a physical firewall with additional security features. It also supports POP3, RADIUS, and LDAP concurrently, as well as HTTP or HTTPS Web connectivity and internal or external authentication.

"Businesses are recognizing the need to offer on-demand Internet access for clients and customers, and the DSA-5100 is a simple, scalable, and effective way to segregate guest users from a private network with a single device," said Steven Joe, president and CEO of D-Link.

Wireless Management

But with all these features, just how easy is the DSA-5100 to manage—especially for someone who manages a business, not a network? Configuration is done through a Web-based interface, and businesses can utilize an HTML free-surf area, customizable with daily specials or other information, which is delivered to all users prior to logon. Guests and login users can be configured and managed separately. In the background, the unit protects the network against intruder attacks with DoS protection, stateful packet inspection, and a built-in NAT firewall. With its internal software, the DSA-5100 can track and store user traffic and balance Internet bandwidth across both public and private segments, and the owner can gauge logons by username, IP, or MAC address.

Competition for "hotspots in a box" is intensifying, with other manufacturers entering the market to meet small business' demands for additional customer draw and revenue opportunities.

Customer Draw

Should your colleague invest in a DSA-5100 store network? With the built-in features, easy manageability, and potential to bring additional customers in for longer periods on each visit, it's definitely something to consider: Internet availability for customers, coupled with in-store on-screen advertising, can help drive additional product sales and customer loyalty.

The D-Link Airspot DSA-5100 Public/Private Service Gateway is currently available through authorized resellers, includes a one-year warranty and free technical support, and carries an MSRP of $3,499.99.



SNAPSHOT

D-Link Airspot DSA-5100 Public/Private Service Gateway

Starting at $3,499.99 (MSRP)

Features two built-in WAN ports for network load balancing while providing firewall, DHCP server, and router functions for both public and private Internet access

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Atlas Power Infrastructure Suite

Keep Tabs On Your Hardware With MGE UPS Systems' New Tool

by Joe Lazzaro

• • •

THE TASK OF POWER MANAGEMENT for networks has grown in complexity and importance. If you're an IT director, it's your responsibility to guard your hardware infrastructure like a mother hen because this equipment represents a significant capital investment to your enterprise.

Managing all these disparate assets can be a daunting task, but Internet-based solutions and tools, such as MGE UPS Systems' new Atlas Power Infrastructure Software Suite, can help you keep an eye on your power infrastructure from almost anywhere.

The new Web-based application for controlling and monitoring power systems is compatible with Microsoft Windows, HP-UX 11, 11i—Unix, and Linux platforms and supports Internet Explorer, Netscape, and Mozilla.

The suite lets administrators manage and perform preventive maintenance on PDUs, smart switches, rack-monitoring equipment, and environmental monitoring devices. According to the company, Atlas Enterprise is able to keep track of thousands of devices regardless of the equipment brand. Some of these devices include PDUs from Baytech, Cyberswitching, and Digipower; power supplies from C&C Power; rack and environmental monitoring devices from Sinetica and Dell; Ethernet switches; a wide array of UPSes; and many more network infrastructure devices.

The software can automatically search for UPSes, Web servers, and SNMP and Telnet devices, making setup and configuration closer to automatic for administrators. The Atlas Power Infrastructure is managed via a central console and is customizable for small, medium, or large organizations. Administrators can receive power alarms via broadcast, SNMP, or email notification and establish policies for automatic actions. Admins can also perform graceful unattended shutdown of UPS equipment, servers, and other devices when a power outage strikes. The package also permits administrators to conduct a network-based command set of batch executables, enabling preventive maintenance and updating for all protected equipment.

SNAPSHOT

MGE UPS Systems Atlas Power Infrastructure Software Suite

$100 (one node); $1,000 (100 nodes); $4,500 (unlimited nodes)

Web-based app keeps track of thousands of power management and monitoring devices, regardless of brand

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Computer Associates Introduces BrightStor r11.1

Integrated Suite Provides Intelligent Storage Management

by Dennis Raven

• • •

Computer Associates provides solutions for a variety of IT issues, and it has combined many of those into the BrightStor r11.1 suite. These solutions let an organization manage protection of corporate data, extract additional value from disparate storage infrastructures that may exist within an organization, and help lower the costs of storage environment maintenance.

With the release of BrightStor r11.1, CA has provided even more capabilities to assist organizations. These solutions can deal with storage issues at any level, from monitoring networks and administering SANs to document management and process automation.

Components

BrightStor r11.1 is a suite of 13 tightly integrated and enhanced products designed to assist in controlling storage management costs. This is especially important as storage requirements seem to grow exponentially each year. It supports more than 100 storage arrays, tape libraries, SAN switches, servers, operating systems, databases, and applications.

"To fully protect the business and achieve regulatory compliance within existing resource constraints, enterprise customers have to bring a new level of precision, automation, and financial discipline to their storage management processes," says Mark Barrenechea, executive vice president of product development at CA. "CA's BrightStor r11.1 fulfills these critical requirements by streamlining storage operations and allowing those operations to be driven by sound business logic."

BrightStor r11.1 operates across multiple platforms, including Windows, Unix, Linux, NetWare, and mainframe z/OS. With BrightStor reports, managers can make informed decisions about resource allocation based on the business value of data assets and specific operational requirements. It also significantly enhances enterprise storage operations by providing automated management of resources and processes across the enterprise.

"We found BrightStor r11.1 to be useful in several strategic ways, especially in regard to capacity planning," says Gordon Butler, CIO of the Canadian Museum of Civilization. "We have used it in an evaluation of our Exchange environment to determine the need for a document management solution, as well as to assess the impact of a potential change to our policies and procedures for storing files that could improve operations and free storage resources."

A key feature of BrightStor r11.1 is its common-view data delivery, including full path visualization and critical path analysis.

Additional Features

A key feature of BrightStor r11.1 is its common-view data delivery, including full path visualization and critical path analysis. The visualization and analysis occur across distributed and mainframe assets via integration with BrightStor Storage Resource Manager, BrightStor SAN Manager, and BrightStor CA-Vantage Storage Resource Manager.

CA has worked with major storage hardware manufacturers and integrated management of their products into BrightStor r11.1. In addition, BrightStor supports many databases and applications, including Advantage Ingres, DB2, Microsoft Exchange, Microsoft SQL Server, Oracle, PeopleSoft, SAP R/3, and Sybase.

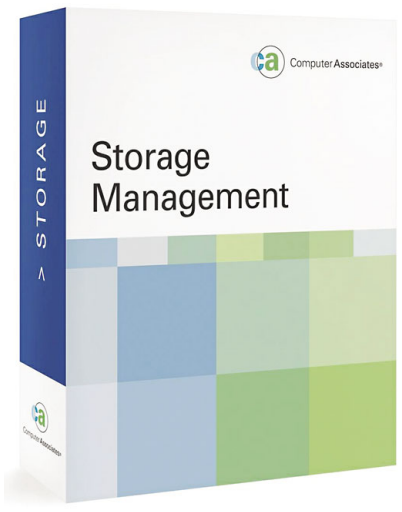
One of the newest additions to the line is BrightStor Process Automation Manager, which enables IT organizations to better automate storage-related tasks across the enterprise, ensuring consistency with best practices and reduced labor-related storage costs.

Integration With Other CA Products

BrightStor r11.1 provides the additional benefits of CA's Enterprise Infrastructure Management strategy through integration with the company's Unicenter operations management solutions and eTrust security management solutions. This enables storage infrastructures to be managed as part of the overall enterprise environment, allowing IT to manage resources that support specific business services and processes in a unified manner.

Additionally, organizations can more effectively and consistently enforce security policies and best practices across the enterprise to protect data from viruses and other threats. BrightStor r11.1 also offers streamlined technology and development, storage management, and support for distributed and mainframe platforms on more than 1,000 certified device combinations.

BrightStor r11.1 solutions are available under CA's FlexSelect licensing program. CA is also offering BrightStor Managed Capacity Pricing, a simplified licensing model based on terabyte capacity that eliminates the need to track server or application-based licenses. CA Technology Services and business partners offer complementary service offerings.



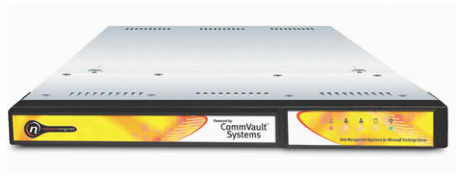
SnapShot

Computer Associates BrightStor r11.1

The comprehensive BrightStor solutions offer the most complete set of integrated data and storage management capabilities available from a single vendor

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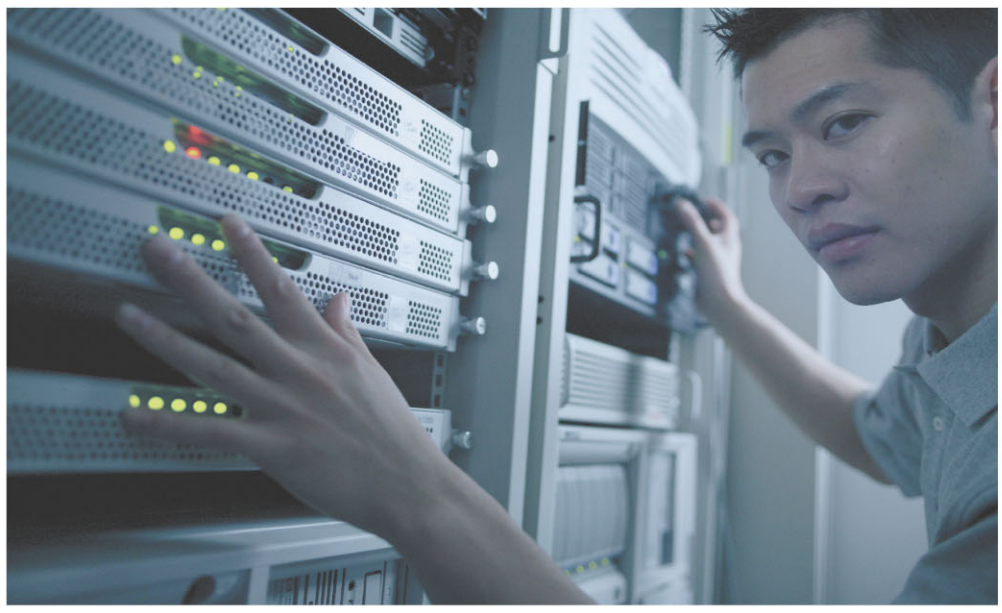
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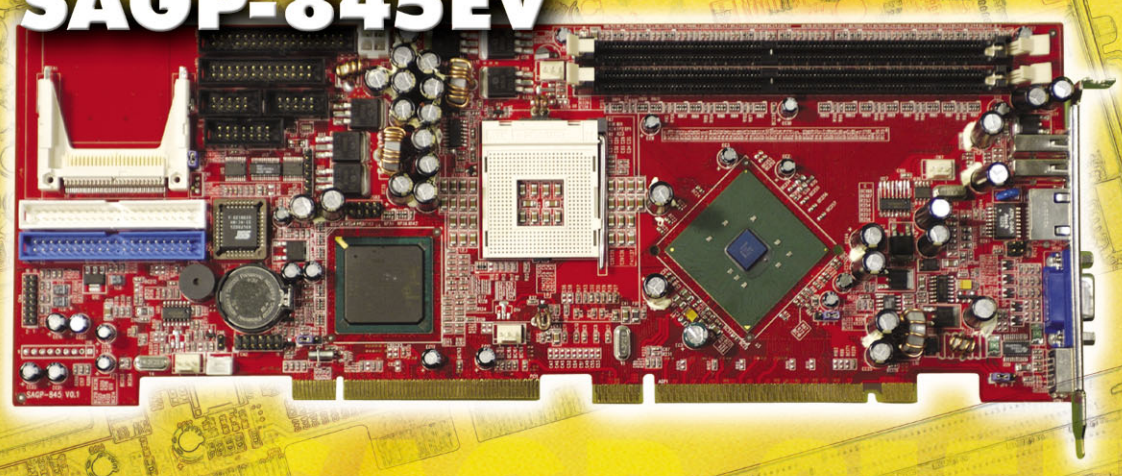
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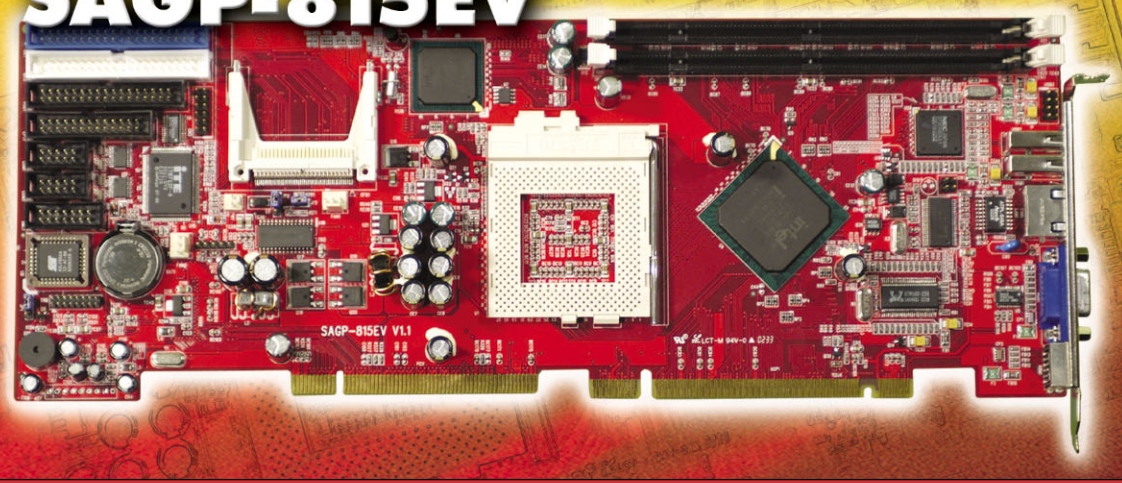
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Casio's New Industrial Handheld

DT-X5 Resists Falls, Extreme Temperatures

by Daniel P. Dern

• • •

UNLIKE THEIR OFFICE COUSINS, the handheld computer devices used for field and other out-of-office applications need to be tough—tough enough to survive a two-yard drop and resist dirt, rain, cold, heat, and more.

Priced at $1,299, the DT-X5 was designed for companies that want an open-architecture device but don't want all the features (such as color touchscreen) and the commensurately higher price of other new handheld devices, according to George Baraona, director of national sales at Casio.

Thanks to a design that features a resin outer case and a magnesium inner case and lacks an internal hard drive, Casio's new DT-X5 Industrial Handheld Terminal can survive drops from as high as 6 feet, operate anywhere from -4 to 122 degrees Fahrenheit, and resist dust and splashes, thanks to its IP (Ingress Protection) rating of 54 (see www.aquatext.com/tables/ip_ratings.htm or www.engineeringtoolbox.com/32_452.html).

The DT-X5 runs Windows CE .NET, giving companies access to a wide range of existing programs—including DOS-like terminal emulation for companies still needing access to legacy environments—and making it easy for companies and VARs to develop new ones. "We were the first major OEM to embrace Windows CE," notes Baraona.

Weighing just more than half a pound, the DT-X5 features a 128- x 160-dot monochrome LCD with a white backlight for sharp contrast and low-temperature tolerance. Integrated communications include Bluetooth and infrared.

The DT-X5 can run roughly 30 hours using standard AA alkaline or rechargeable batteries or up to 60 hours using a larger rechargeable Li-Ion battery (assuming two scans every 10 seconds).

According to Casio, the DT-X5's construction and shape let it be held and used easily in one hand with a cell-phone-like keypad; there are two "trigger keys" for the image sensor,



SNAPSHOT

Casio DT-X5 Industrial Handheld Terminal

$1,299

Windows CE .NET device resists the extreme temperatures, drops, weather, and dirt of delivery, field service, and other out-of-office activity

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www.casio4business.com

one on each side, making the device equally usable with the right or left hand. For scanning, the DT-X5 uses a CMOS imager rather than the laser-based scanners commonly found on many handheld terminals. This enables it to read not only traditional one-dimensional barcodes but also stacked two-dimensional barcodes (PDF417, Micro PDF, Code49, RSS stacked, etc.). The imager can also capture signatures so that, for example, customers will be able to see who signed for a given package.

Data Integration Tools

These Apps Can Help You Know Your Customers

by David Garrett

• • •

CRM (CUSTOMER RELATIONSHIP MANAGEMENT) is tricky business. First there are the CRM tools themselves: big, bulky systems from mega-vendors such as Siebel, Oracle, and SAP, or lesser players such as Vantive and Clarify. Installing them can be a major project; teaching users to use them can be even bigger.

As if that weren't enough, most firms store their data in different silos across the enterprise, each with its own format and subset of data. The result? Customer data—your lifeblood—is often fractured, flawed, and messy.

What's more, companies can't build unified views of data across their many systems, meaning they can't get a grasp on who their customers are, what they buy, when they buy it, how they buy it, and most crucially, why they buy it.

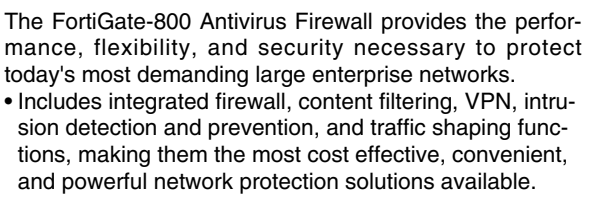
A Triad Of Tools

Of course, there are tools to help you cure your data disease. In fact, there are many, but the top three are ETL, EII, and DQ.

ETL. Short for extract, transform, and load, ETL tools are used to grab data from one database and merge it into another. The first step, extraction, reads data from the first database and stores it in memory. Next comes the

Go to Page 31, Column 1

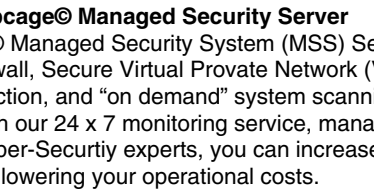
Network Security System
Virtual Booth 3849 • Virtual Product 1648



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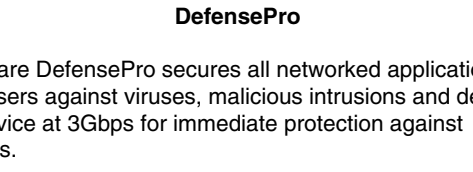
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Continued from Page 30

transformation phase: The ETL tools convert the data into a form that matches the new database. Last is loading, in which the tool writes the data to the target database.

Of course, a tool that can do this has a broader range than simple data migration. ETL can be used to form data marts (a database for a single department or division) and even the odd data warehouse (a larger system that's used across the enterprise and often pools the data from several database systems at once).

EII. Next on the list of tools is EII, short for enterprise information integration. As the name implies, these tools are used to merge data from different systems across the enterprise and show the data in a single, unified (also called "federated") view, as though it came from a single source. Unlike its cousin ETL, EII does not write to a new database or change any data source. Instead, it holds the data in a cache that lets you read—but not write—different records.

DQ. Last is DQ, or data quality tools. These are the simplest of the three. They're used to "scrub" or "cleanse" dirty data (data that's missing fields or contains other errors, such as spelling mistakes).

CDI is the process of building a customer hub: a central place to store and view data from multiple systems across the enterprise.

DQ is utterly needed to keep a clean database that you can rely on (after all, it's awkward to send a form letter to a customer and spell his name wrong). But it's merely a first, and partial, step in cleaning your data. For quality business use, cleansed data needs to be carefully vetted by human eyes, a costly step that not every enterprise can afford.

The Goal

Here's yet another acronym for you to master: CDI. Short for Customer Data Integration, it refers to the process of building a customer hub: a single, central place to store and view data from multiple (and often disparate) systems across the enterprise. A customer hub is one of the seminal concepts of data integration, as it can be used as an end product in itself (a tool for users such as managers and business strategists to view and vet data) or a source for downstream applications (a "feeder" that sends data to other tools, such as analytics and finance software).

You can buy a soup-to-nuts CDI solution from several vendors, the most famous of which is Siperian (www.siperian.com), whose Master Reference Manager and Activity Manager let you troll internal and external silos for customer data and integrate that data into a single, sensible hub.

Or you can build one of your own using the tools mentioned above. After all, ETL, EII, and DQ are meant to gather and clean data. But do they work for such a daunting task as CDI? Remember, the average enterprise can have upward of 20 data silos in just as many departments.

The answer is yes: ETL, EII, and DQ tools can help you with CDI, but they're largely inefficient and ill-suited to the task. First, these tools support only one data modality (or method of moving data from place to place): batch or real-time. Yet most CDI apps need both because there are times when you'll need to update the hub with a high-volume batch process that loads data into it from a new silo, as well as times when you'll need to retrieve single records in real-time. And second, none of the ETL, EII, and DQ tools uses a metadata framework. Metadata, or data about the data in your database, lets data stewards and others quickly configure and extend your data systems without having to write reams of code.

Anurag Wadehra, vice president of marketing for Siperian, notes that using ETL, EII, and DQ for customer data integration is like "having a plumber build your house. Like plumbing in a house, the tools that push data through the pipes don't represent the overarching blueprint needed for CDI architecture."

It's a point well taken, and one you'll need to ponder as you begin to integrate your customer data. Proceed with care: It's one of the hardest tasks that IT can face.

CDI Vendors

CDI (customer data integration) is the process of building a single, central place to store and view data from many systems across the enterprise. Its major vendors include:

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Ascential | www.ascential.com; (508) 366-3888

Journee | www.journee.com; (512) 634-5111

Siebel | www.siebel.com; (650) 295-5000

Siperian | www.siperian.com; (650) 350-2200

Data Lifecycle Management

Data, like everything else in this world, has a lifecycle, from the time it's first written to a database to the time it grows obsolete and gets deleted from the system.

Short for data lifecycle management, DLM tools let you manage data from youth to old age, storing newer, more vital data on faster servers or systems, and moving old, rarely used data to slower, cheaper storage, such as tape.

CDI (customer data integration) and DLM systems need to be linked in the enterprise, since the former unifies data from different silos into a customer hub, and the latter decides how and where to store the hub's information. When planning your CDI architecture, be sure to use experts who can take DLM into account.

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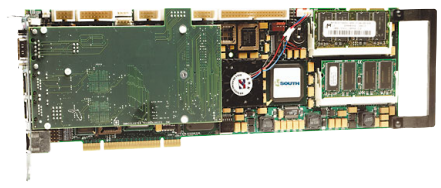
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QoS Access Router
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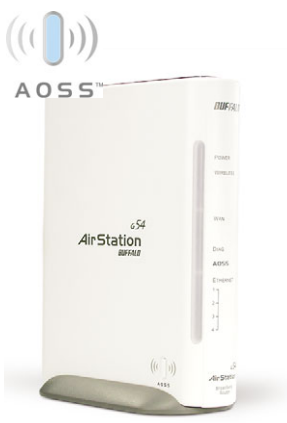


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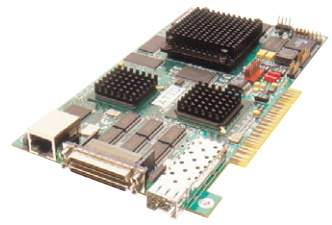
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FC Stackable Switch
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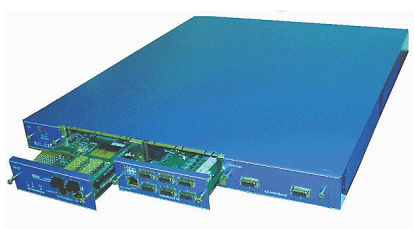


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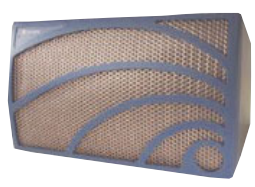


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FACTOIDS by David Garrett

Is CAN-SPAM A Dud?

The CAN-SPAM Act took effect on the first of this year, and since then it's had little effect on spammers, according to a new study by email security firm MX Logic.

The Act states that spammers must put a valid sender address, postal address, subject line, and opt-out option in their emails. But few spammers have followed its dictates.



How much spam is CAN-SPAM compliant?

April	3%
May	1%
June	1%
July	0.54%
August	2%
September	4%

MX Logic examines 10,000 random pieces of spam weekly to obtain its results.

Busted

While CAN-SPAM won't save your network from a wave of unwanted email, it has let the Department of Justice and other agencies prosecute mass emailers who continue to violate it.

Perhaps the most famous case is that of Nicholas Tombros, who used Wi-Fi hotspots to unleash a flood of spam on American companies. He now faces up to three years in jail for his actions.

Other Options

Since CAN-SPAM is ineffective at blocking mass email, small and medium-sized companies must block spam on their own. A study by ReturnPath and Forrester Consulting shows that North American firms are using a wide range of options to keep spam out of the enterprise.

How do you block spam on your corporate network?

Commercial filters (software or hardware)	61%
Rules such as attachment type, message weight, and keywords	49%
Private blacklists	37%
Public blacklists	34%
Client-side software (such as McAfee VirusScan ASaP)	27%
Open-source software (such as SpamAssassin)	10%
None	9%
Don't know	1%

Sources: MX Logic, ReturnPath, Forrester Consulting, eMarketer

A Disaster In Disaster Planning

A new study by Harris Interactive shows that America's corporate networks and data centers are ill-prepared for disaster.

The study asked CIOs, CTOs, and others to grade their firm's readiness for fire, flood, and the occasional power outage, among other problems that could interrupt the flow of data. The average grade was a B, but the facts paint a different—and darker—picture.

- 22% of respondents said their firms did not meet compliance requirements for electronic information retention or business continuity
- 92% of those respondents work for public companies, which, by law, must comply with federal guidelines
- 30% of companies have not tested their networks, backup, and disaster systems for data recovery in more than six months
- 10% have not tested their systems in more than a year
- Amazingly, over half of respondents (54%) reported a disruption in their information systems in the past year

When asked to list the biggest threats to their networks, 36% of respondents said that hackers ranked No. 1. Some 22% said that virus threats or equipment failure were most threatening. And 20% said that a power outage would cause the most damage.

Conflicting Data

Despite these numbers, an October study by Millard Brown IntelliQuest shows that 40% of business technology buyers say improved security is their first priority in the next year.

And the second? Updates to aging systems, with 36% of the vote. And 35% of respondents said that improving business continuity was a major thrust in IT spending.

Planning Problems

Yet another study by Synstar shows that IT groups and business continuity teams don't stick to the business continuity plan some 34% of the time.

What's more, respondents said that team members are unsure of their roles at least 20% of the time and bicker about decisions in 30% of all test runs.

Sources: Harris Interactive, Millard Brown IntelliQuest, Synstar, eMarketer

Citrix GoToAssist 6.0

New Version Offers Permission-Based Troubleshooting, Diagnostic Tools

by Daniel P. Dern

• • •

For companies that do a lot of remote desktop diagnostics and service, real-time "remote control" software is an essential system administration utility.

But, as anyone who's run a help desk knows, that's only part of the battle. It's also essential to track support activities, including collecting user feedback for summary and other analyses. And, it's helpful to be able to go back after the fact and "replay" a session and be able to integrate help desk info into trouble-ticketing or other tracking systems your company uses.

Provided as a managed service, GoToAssist 6.0 from Citrix Online (formerly Expert City before Citrix acquired it in March 2004) is a Web-based customer support tool intended for use with both internal users and external customers. GoToAssist customers include companies of all sizes (and many channel/partner customers resell GoToAssist service to smaller organizations).

The GoToAssist service is intended for use by help desks, technical customer support, and the like, rather than as a remote access tool (such as PCAnywhere, VNC, or WebEx) that lets end users get to and use their computers when out of the office.

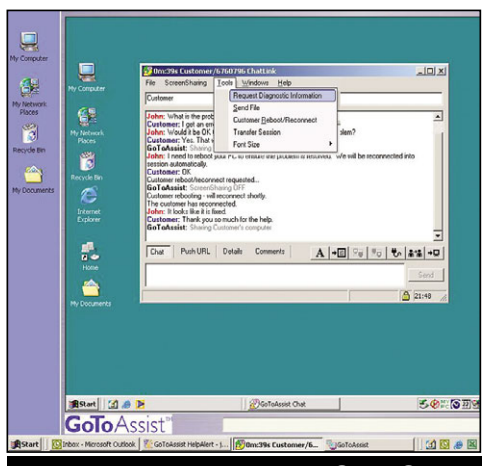
"The purpose of GoToAssist is to extend a company's reach to allow quick communication between call centers and customers, such as when [basic] support is too difficult to handle just by phone—for example, when a customer can't describe something or the agent can't understand what they are saying," says a Citrix Online spokesperson.

"Support is now seen as a competitive advantage, not just a necessary expense," comments Christine Tenneson, an IDC analyst covering software support service. "So anything that reduces handling time and improves customer satisfaction contributes to the customer loyalty."

Although the call center agent's connection needs to be over broadband or another high-speed connection, the customer can connect even by phone line, according to the company spokesperson: "It works very well over dial-up and is 'firewall-friendly.' "

GoToAssist currently supports access from Windows systems using a thin client; Linux/Unix support is on the company's roadmap.

The GoToAssist service is intended for use by help desks, technical support, and the like, rather than as a remote access tool.



SnapShot

Citrix Online's GoToAssist 6.0

Managed Web-based service enabling help desk staff to remotely access, control, diagnose, and maintain employee/customer computers, as well as offering chat/whiteboard contact

(800) 549-8541
www.gotoassist.com

GoToAssist includes remote-access screen sharing and remote control, along with diagnostic tools and troubleshooting utilities. Additionally, to improve overall support effectiveness, GoToAssist 6.0 allows full session capture for later playback, post-session surveys, and integration with third-party contact center management systems (such as Remedy) or with any CRM or business application for management reporting.

New features in version 6.0 include permission-based remote diagnostic and automatic troubleshooting tools; localized language support for French, German, Italian, and Spanish; and the use of open APIs to let companies integrate GoToAssist with their other support applications.

Security options include end-to-end 128-bit AES data encryption and leverage TruSecure-certified infrastructure, helping users comply with HIPAA and the Gramm-Leach-Bliley Act.

Speeding Customer Access

Ultimate Software, which provides Web-based HR, payroll, and employee management solutions, uses GoToAssist primarily for remote diagnostics but also makes use of other GoToAssist features, says J.C. Gonzalez, vice president of customer support at Ultimate.

"We used to have PC Anywhere, which took a lot of time just to log on," says Gonzalez. "We were at the mercy of dial-up speed and screen refresh time, which meant it took a lot of time even to begin to assist our customer. For remote diagnoses, we use features including screen viewing and sharing and keyboard control. And if we have to escalate the problem resolution to our development group, we can easily forward a screenshot."

"We also use GoToAssist for gathering important customer satisfaction metrics," adds Gonzalez. "At the end of each session, a survey pops up and they fill it out. We also use the recordings as training tools so new representatives can go back and see sessions, observe what experienced people have done. In addition, we leverage the integration tool; we pull the customer satisfaction information down to our site so we can have instant access to it."

Upcoming IT Events

- NOVEMBER -

CAMP IT Expo
Nov. 3, 2004
Donald E. Stephens Convention Center, Rosemont, Ill.
www.campexpo.com
Visit Processor at Booth #1016

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Strategies & Solutions For Information Management
Nov. 3-4, 2004
Crowne Plaza Times Square, New York, N.Y.
www.brainstorm-group.com/bsgweb

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Government Technology Conference Southeast 2004
Nov. 3-5, 2004
Georgia International Convention Center, Atlanta, Ga.
www.govtech.net
Visit Processor at Booth #414

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Onsite Power 2004
Nov. 4-5, 2004
Mariott Rivercenter, San Antonio, Texas
www.remotemagazine.com/onsite_conf_index.htm

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SC2004 High Performance Computing, Networking & Storage Conference
Nov. 6-12, 2004
David L. Lawrence Convention Center, Pittsburgh, Pa.
www.sc-conference.org/sc2004

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San Francisco techCongress
Nov. 8-9, 2004
Rickey's Hyatt Hotel, Palo Alto, Calif.
www.sanfranciscotechcongress.com

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31st Annual Computer Security Conference & Exhibition
Nov. 8-10, 2004
Marriott Wardman Park, Washington, D.C.
www.gocsi.com
Visit Processor at Booth #1604

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Business Process Management Conference
Nov. 9-11, 2004
The Palace Hotel, San Francisco, Calif.
www.dci.com/brochure/bpmsf

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Enterprise IP Communications
Nov. 10-11, 2004
The Loudermilk Center, Atlanta, Ga.
www.lippismedia.com

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Government CIO Summit
Nov. 14-16, 2004
Boca Raton Resort, Boca Raton, Fla.
www.fcw.com/events/cio

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Inside ID Conference & Expo
Nov. 15-17, 2004
Washington Convention Center, Washington, D.C.
www.jupiterevents.com/insideid04/index.html

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The Gilbane Conference on Content Management Technologies
Nov. 30-Dec. 2, 2004
The Westin Copley Place, Boston, Mass.
home.lighthouseseminars.com/lighthouse

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Wi-Fi Planet Fall 2004
Nov. 30-Dec. 2, 2004
McEnery Convention Center, San Jose, Calif.
www.jupiterevents.com/wifi/fall04/index.html

- DECEMBER -

Telecom 101
Dec. 1, 2004
Sheraton University Hotel, Philadelphia, Pa.
www.ccmi.com/conferences/telecom101

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Mid-Atlantic Technology Conference & Exhibition
Dec. 1-2, 2004
Baltimore Convention Center, Baltimore, Md.
www.mdtechexpo.com

What's Next ?

Powerful New Solutions For Email Storage



Network admins are constantly challenged with storage and archival issues related to corporate data. For companies with hundreds to several thousand email users, efficient email storage can represent a daunting challenge

However, storage companies such as EMC are developing powerful turnkey solutions that can consolidate years of email across many thousands of users, centralizing the mail storage in a single networked storage unit. EMC's Express Solution for E-Mail is one such solution, integrating network storage hardware and email archive software. The software can increase each user's mailbox size and move and compress their older messages to low-cost drives, reducing the TCO for email platforms such as Microsoft Exchange Server.

Java Gets Hardware Support



Most computer users have encountered a Java application in one form or another. Java software (developed by Sun Microsystems) is attractive because of its hardware independence: The same Java program can run on many different hardware platforms. However, to make Java work, it must run within a software environment called a Java Virtual Machine (or JVM), thus separating the Java code from the unique hardware aspects of a given computer. Adding software environments on top of hardware can often slow the software's performance and make operation less efficient.

Azul Systems has developed a custom processor (dubbed Vega) designed to provide JVM support in the chip itself, allowing for faster Java program execution. Each Vega chip provides 24 processing cores, so a server with 16 processors can host up to 386 individual JVMs. Azul intends to sell server systems with Vega processors in 2005, focusing mainly on larger Java users that will benefit from Vega's efficiency. Azul is now working on the next generation of the Vega chip and eventually plans to implement some level of transaction fault tolerance that current Java environments do not provide.

New Life For Math Coprocessors



Although microprocessors excel at processing instructions and handling data, the flexible nature of modern processors makes redundant, repetitive floating-point math processes somewhat inefficient. Floating-point units (additional silicon circuitry tailored for math work) are certainly not new to processors. Chipmakers such as Intel and AMD have long-since integrated separate FPU functions into their processors, but incessant demands for ever-more mathematical processing power has spurred a new generation of standalone coprocessor designs.

One company called ClearSpeed has successfully integrated 96 processing cores into a single coprocessing device, dubbed Avebury. When added to servers, network users will have access to a higher level of computational performance than is achievable with multiple processors alone. Of course, ClearSpeed is not alone in its quest for mathematical processing power. For example, Japan's MD-Grape 3 (completed earlier this year) can handle certain functions up to 1 quadrillion operations per second—faster than existing supercomputers.

This emerging trend toward separate math coprocessors once again is driven mainly by a combination of high-performance and energy efficiency. Today's processors run at speeds to 3.8GHz and can easily demand over 100 watts of power (making cooling a serious issue). Coprocessors run at far lower speeds and require only a fraction of the power. For example, the Avebury runs at 250MHz and uses just 5 watts, but delivers up to 50 billion floating point operations per second (the typical CPU provides only about 10 billion). Still, coprocessors such as the Avebury are not simple plug-in performance solutions: Each application must be modified or redesigned so that the processor will detect and hand off math tasks to the coprocessor. ClearSpeed is currently sampling the Avebury, and commercial versions of the chip are expected in Q1 2005.

WHAT'S HAPPENING

Good Help Is Hard To Find

Finding The Right Skill Set Is The Key

by Stephen J. Bigelow

• • •

Most computer professionals recall brighter times for the computer industry, a time when an interest and aptitude for computers often opened up career opportunities that promised a lifetime of challenging employment. However, times are changing. Downsizing, outsourcing, and the incessant demands of increasingly diverse skill sets are taking some experienced workers out of the business, while fewer people are opting for a career in IT. This puts employers in a potentially difficult bind as they try to fill positions with increasingly stringent requirements from a shrinking pool of available talent.

Finding Workers

It's clear that there will soon be a serious shortage of skilled IT workers. The numbers, says Neill Hopkins, vice president of Workforce Development and Training at CompTIA, speak for themselves. "According to the Bureau of Labor Statistics, 168 million jobs will be created by 2010, but the civilian labor force will only reach 158 million. That equates to 10 million vacant positions." He continues, "A recent report by the Department of Labor indicates that up to 75 million Americans will leave the workforce by 2015. The number of IT professionals who will be part of this exodus is estimated at almost 2 to 3 million."

Hopkins points out that although the projections of an IT staffing shortage have merit, it's not for want of challenging jobs. "Most employers are suffering from a lack of skilled IT staff. If you look at the job boards, there are well over 250,000 IT vacancies. The issue is about finding the right skilled IT staff. In addition, there are new areas of expertise required in the IT field, such as security. The demand for information assurance experts is increasing dramatically."

IT staffing is really a matter of supply and demand, changing as the industry matures. However, Hopkins notes that the rapid evolution of technology has left many institutions unable to provide adequate training. "In the early '90s, IT was so hot absolutely everyone wanted to be an IT professional. This produced an industry that concentrated purely on training individuals to be 'IT experts.' The recent economic shifts have pushed 'IT careers' into the back burner as more and more traditional learning institutions try to take up the slack left behind by the commercial businesses."

As companies rely more on their IT infrastructure for everyday business operations, the requirements and expectations of employers are also changing. "Employers are being more demanding of their IT professionals, requiring specific skill sets that do not necessarily fit the 'standard classes' training given at most commercial learning centers. As such, these centers have either diversified their offerings or gone out of business, leaving a vacuum for the traditional schools and colleges to fill. These schools and colleges, however, are ill-prepared to fill this void and need time to adjust their offerings for the new and incumbent IT workers."

Matching Talent To Task

So given the fact that IT jobs are available and more jobs will undoubtedly open in the years ahead, the discussion becomes a matter of employability: What key areas should offer the best route to job opportunities? Hopkins says that the best education base for an IT employee includes a well-rounded computer science education/degree combined with a concentration in one of several specialty areas, such as databases, networks, systems, Web, software, hardware, project management, security, and support. He is also quick to note that continuing education is an essential task for all IT professionals.

There is a critical need for current IT skills, especially as the job market continues to shift. "In order to succeed in this global economy, IT professionals will need to adapt to this changing world. This means constantly evaluating their skill sets. Always be on the cutting edge: Today it is security, project management, database management, and business planning. All of these skills are being asked for by employers. It is no longer adequate to simply have technical skills."

Hopkins also says that practical team experience and professional affiliations can be just as beneficial as classroom/distance learning. "IT professionals learn best from other, more senior and more experienced peers. It is highly recommended that IT professionals join associations that offer good networking opportunities, not only technical tips and tricks."

Undervalued Assets

One of the biggest mistakes made by corporate management is to undervalue the importance of their IT infrastructure and staff. IT should become an integral part of corporate strategy and planning. Hopkins says, "Employers need to include their IT staff in the discussions on strategic direction of the organization. It is absolutely clear that almost every business will use some form of computer-related information tools. The IT infrastructure of every organization will require up-to-date, skilled staff members, who understand how the IT infrastructure affects the profitability of the business. Those IT workers who have been well-trained and certified will be a valuable asset to any organization."

Ultimately, IT underpins the American economy. "Alan Greenspan said in March 2003 that the American economy depends on successful implementation of IT. Without the right skilled IT workers, U.S. companies will not be able to compete effectively in the growing global economy," says Hopkins. Thus, a current IT employee (and anyone considering an IT career) must focus his attention on training to match the needs and strategies of the business and keep those skills current throughout his career.

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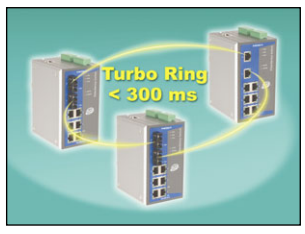


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Telephony Appliance
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Telephony Appliance
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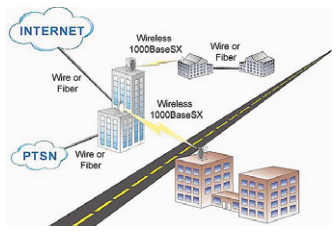
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Cliff Rittel, Director of IT - **ADCS, Inc.**

With its modular, scalable and open building blocks, it's no wonder InfraStruXure's rack-based architecture is winning over editors and end-users alike – especially as blade servers and server consolidation cause power densities to skyrocket.

If you're not already dealing with such high power densities, the chances are you will be soon. An on-demand architecture for NCPI*, InfraStruXure™ includes power, cooling, racks and physical structure, security and fire protection, cabling, and the management and servicing of these elements. It is specifically designed to meet ever-changing IT requirements through scalable, modular and standardized components.

For high density applications, the InfraStruXure High Density Configuration is a patent-pending hot aisle containment system that cools up to 20kW in a single enclosure.

Flexible enough to be moved or changed without system reconfiguration, the InfraStruXure High Density Configuration can also be scaled to meet changing needs and future expansion. This makes it a perfect solution for converted spaces, as well as high-density areas.

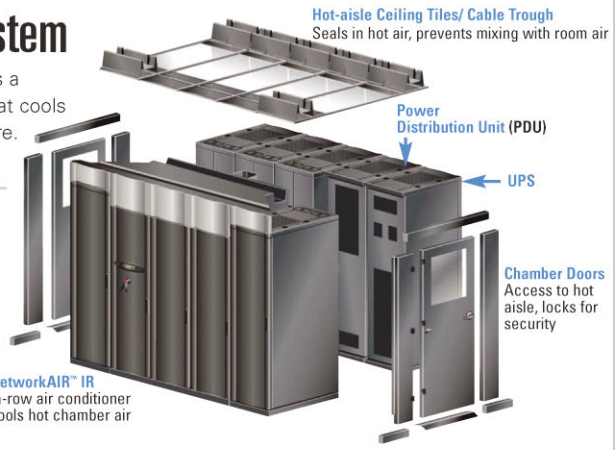
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The InfraStruXure Hot-aisle Containment System is ideal for:

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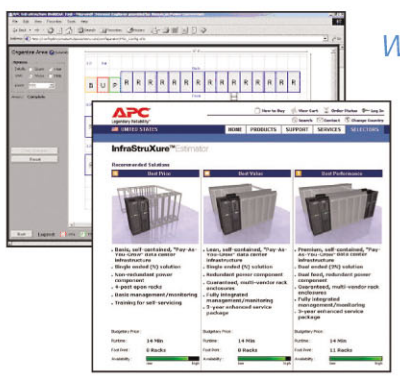
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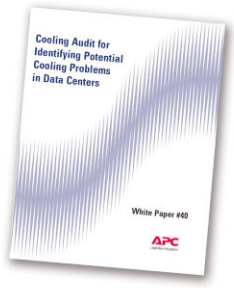


The InfraStruXure™ Build-Out Tool lets you design and specify InfraStruXure solutions using a Web-based configurator.

Oliver Rist, Senior Contributing Editor; Brian Chee, Industry Expert
***InfoWorld**, 3/12/2004*

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* Network-critical Physical Infrastructure (NCPI) is the foundation upon which IT and telecommunication networks reside.

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PCI Expansion System
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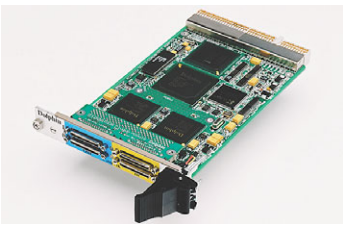


The XP-SB Expansion System features PCI 2.2-compliant, 64-bit/66MHz slots and is compatible with cPCI, PCI, and VME host systems. It consists of a PCI or optional PMC host card and a 1U rackmount chassis housing two or three PCI slots. The XP-SB is ideal for industries that require maximum performance and continuous operation, such as telecom, military/defense, and industrial computing.

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USB-To-802.11b Adapter
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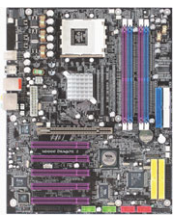


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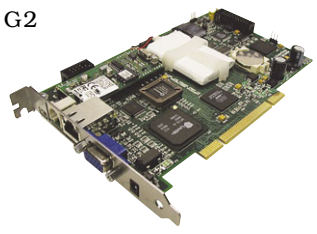
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Remote Server Management

Virtual Booth 3643 • Virtual Product 1199

MegaRAC™ G2



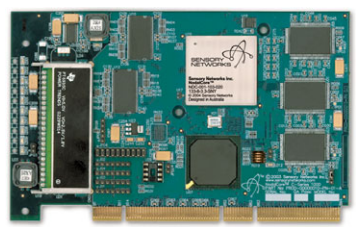
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Virtual Booth 3953 • Virtual Product 1861



C-Series PCI Content Security Accelerator

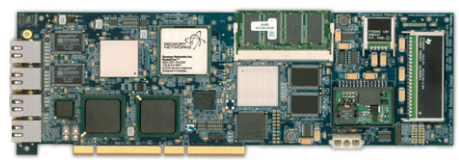
- Turbocharge your appliance, gateway, firewall and mail/web proxy product lines
- Up to 1Gbps wirespeed Antivirus, Antispam
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Gigabit Intrusion Detection

Virtual Booth 3953 • Virtual Product 1862



I-Series PCI IDS/IPS Accelerator

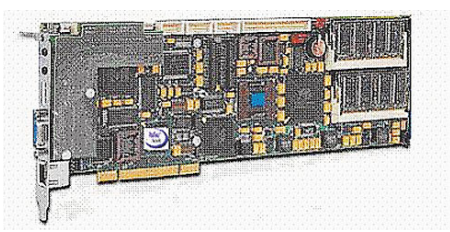
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Intrusion Prevention System

Virtual Booth 3716 • Virtual Product 1353



Interceptor - Stops Network Attacks in Real Time

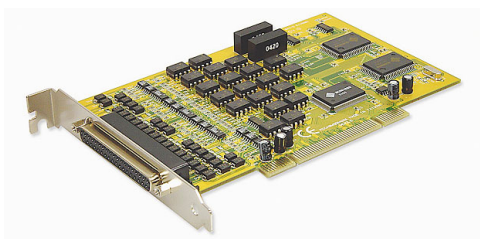
- Internal & External Protection from DoS, DDoS, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
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4-Port RS-422/485 PCI Card

Virtual Booth 2341 • Virtual Product 1946



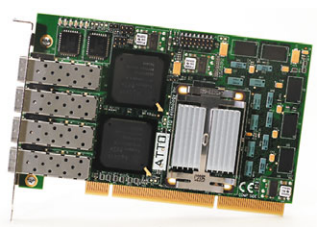
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iSCSI Accelerator
Virtual Booth 3978 • Virtual Product 1899

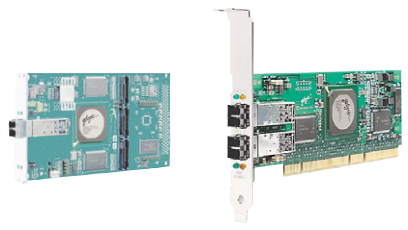


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Fibre Channel HBAs
Virtual Booth 4049 • Virtual Product 1992



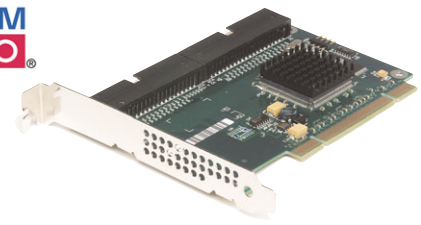
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RAID Controller
Virtual Booth 3121 • Virtual Product 1342

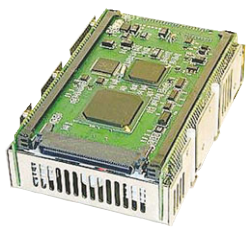


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Data Collection
Virtual Booth 216 • Virtual Product 1584



Symbol PDT 6846

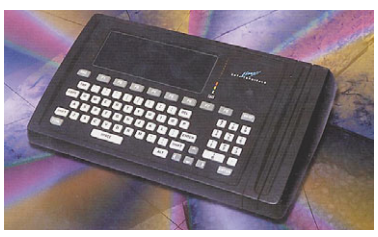
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Data Collection Computer
Virtual Booth 3869 • Virtual Product 1704

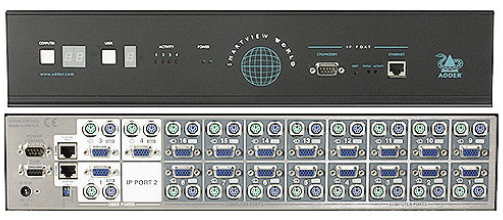


The LINX VIII is a powerful data collection alternative for those situations when the familiar look and feel of the MS Windows interface and management tools are desired. Running Microsoft's next generation embedded operating system, CE.NET, the LINX VIII allows you to use your existing Microsoft desktop development skills with off-the-shelf Visual Studio .NET to create managed code solutions.

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Remote Server Mgmt.
Virtual Booth 3610 • Virtual Product 1151



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Remote Server Management
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Kaveman 16 - remote server management unit
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1U/2U LCD Monitor/KB/MS
Virtual Booth 1014 • Virtual Product 231



LKM-215/217

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Rack Mounted KVM Drawer
Virtual Booth 22 • Virtual Product 1241

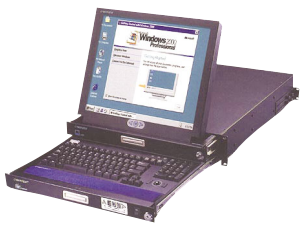


RackView™
- 15", 17", or 19" LCD Panels
- Built-in single or multiple user KVM switch options
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Rack Mount KVM Switch
Virtual Booth 2945 • Virtual Product 1191



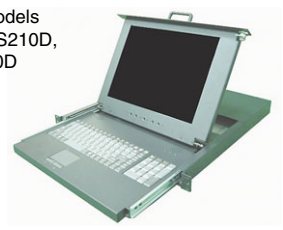
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Portable Thermal Printer
Virtual Booth 1864 • Virtual Product 83



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Virtual Booth 3951 • Virtual Product 1860



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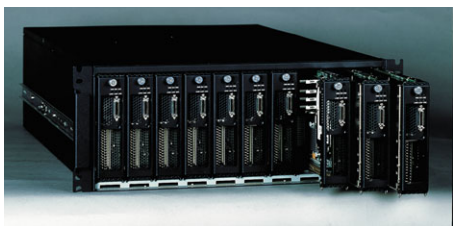
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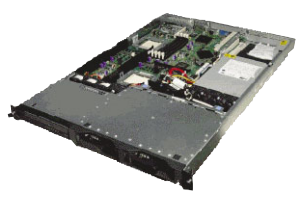
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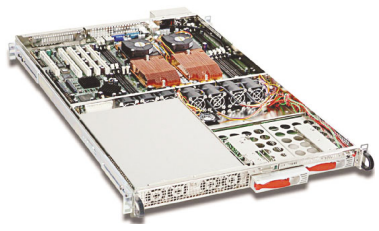
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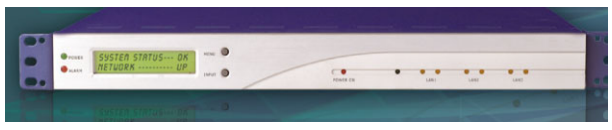
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pSeries UNIX Servers
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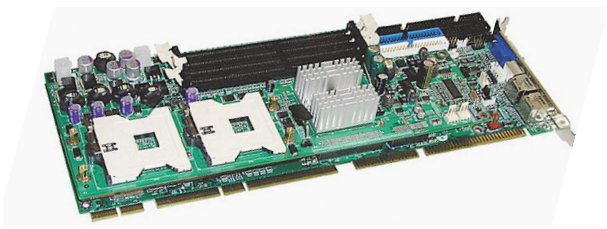


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Virtual Tape Library Appliance
Virtual Booth 3723 • Virtual Product 1445



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Disk-To-Disk Appliance
Virtual Booth 3420 • Virtual Product 1633



iStoRATM 4000 Disk-to-Disk-to-Tape Appliance

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Virtual Tape Library
Virtual Booth 3697 • Virtual Product 1280

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Tape Backup Encryption
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Virtual Tape Controller
Virtual Booth 3914 • Virtual Product 1783

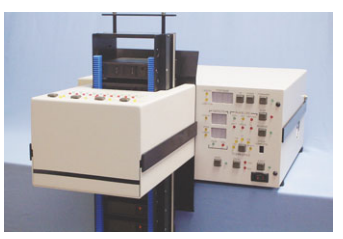


The Mainframe Appliance for Storage (MAS) is a virtual tape controller for IBM System/390 and compatible mainframes, which uses open-system storage devices (SAN, NAS or SCSI) to store and retrieve mainframe tape data sets. The MAS provides improved Business Continuance through faster recovery of data and helps satisfy new SEC compliance guidelines.

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Data Storage Solutions
Virtual Booth 3932 • Virtual Product 1817



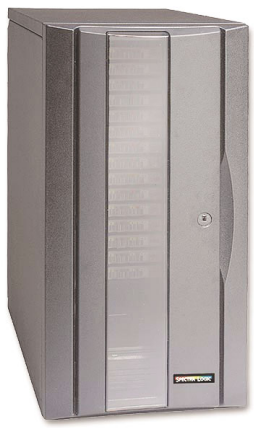
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Solid State Storage
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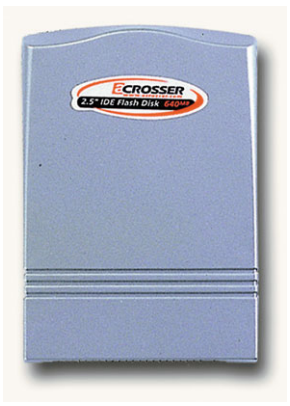


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BlueArc Titan NAS Server
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Intelligent FC-FC Storage
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iQ1000 is an affordable SAN storage system w/embedded intelligence • Includes enterprise functionality: storage virtualization, snapshot, mirroring, remote replication, storage provisioning & automated capacity growth • Used for storage consolidation, business continuance & disaster recovery • Up to 4GB cache • Scales up to 17.6TB • All components are hot-swappable & redundant • 3-year warranty.

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Scalable SAN Solution
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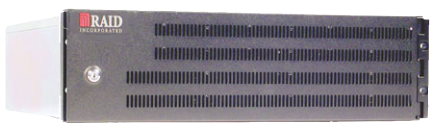


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Intelligent FC-SATA Storage
Virtual Booth 3656 • Virtual Product 1219



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Virtual Booth 3602 • Virtual Product 2066



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Ethernet Disk
Virtual Booth 3924 • Virtual Product 1804

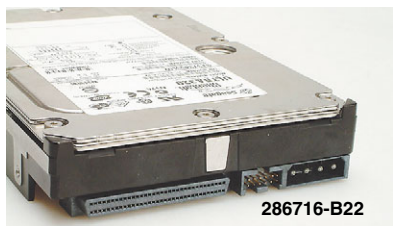


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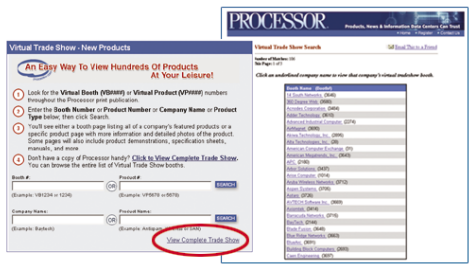
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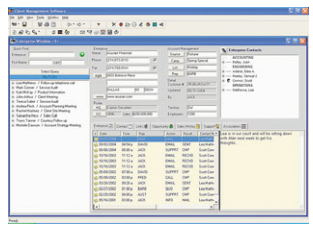
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Email Utility
Virtual Booth 4080 • Virtual Product 2042

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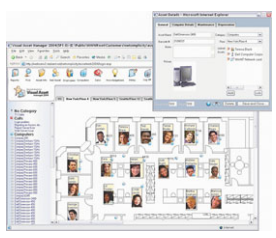
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Application Portfolio Mgmt
Virtual Booth 3886 • Virtual Product 1734

Better IT Management, More Effective Decision Making
By accurately consolidating multiple levels of information into an enterprise-wide Application Portfolio Management (APM) system, **BluePhoenix™ IT Discovery** helps companies keep track of system inventories, resources, and interrelationships. The automated solution provides detailed impact analysis reports for centralized and distributed IT systems by mapping systemwide activity and all interactions between applications and other software components. IT Discovery provides IT and business executives with the centralized view of information needed to create an objective version of the company's IT environment. This "bigger picture" facilitates more effective understanding, management, and maintenance of IT environments, enabling companies to reduce ongoing costs and improve decision making processes.

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Leading Enterprise IT Modernization

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Cary, NC 27511
Phone: (919) 380-5100
Fax: (919) 380-5111
WEB SITE: www.bphx.com
EMAIL: usa@bphx.com

Document Creation Software
Virtual Booth 4072 • Virtual Product 2032

Dialogue for enterprise personalization

Exstream's Dialogue™ software is a next generation enterprise personalization solution that helps businesses around the world connect with their customers through higher quality, fully personalized communications—delivered through print and electronic channels. Dialogue empowers companies in the financial services, insurance, service bureau, telecommunications, and utilities industries to get high-volume critical documents and relevant information to customers up to 60 percent faster, reduce development and delivery costs by as much as 80 percent, and significantly improve customer retention.

eXstream™ Software

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Lexington, KY 40503
Phone: (859) 296-0600
Fax: (859) 223-9737
WEB SITE: www.exstream.com
EMAIL: info@exstream.com

Project Management
Virtual Booth 4096 • Virtual Product 2059

infoSavant™ enables a group of domain experts or a project team to collaborate, share information, assign areas of responsibilities, and conduct threaded discussions. All discussions are managed together with the "topic of interest." It has five major components:

- Electronic Library - Shares Documents.
- Knowledge Systems - Topics Centric.
- Workflow - Assigns Area of Responsibility.
- Content Management - Exports to HTML.
- Collaboration - Manages Threaded Discussions.

infoSavant™ is an excellent tool for sharing project content, especially for outsourcing projects. Access your project knowledge from anywhere Wi-Fi is available.

km Sciences Inc.

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Yorba Linda, CA 92887
Phone: (714) 692-3367
Fax: (714) 694-0628
WEB SITE: www.kmsciences.com
EMAIL: name@kmsciences.com

Web Performance Software
Virtual Booth 3858 • Virtual Product 1673

Deliver LAN Performance to WAN Users
Most Web applications are fast on the LAN but slow on the WAN. Network bandwidth and latency issues as well as protocol overhead impact an application's performance. Pivia's Web application optimization solution combines many technologies, including:
- Application Smart Caching - Reduces server load and latency
- Express Documents - optimizes document viewing

to provide the industry's only solution that accelerates LAN, WAN, Internet and extranet applications creating a complete solution for all users regardless of location. Pivia boosts quality of service for CRM, enterprise portals, ERP applications and document collaboration.
WWW.PIVIA.COM

pivia
Because Performance Matters

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Cupertino, CA 95014
Phone: (408) 517-3434
Fax: (408) 517-3399
WEB SITE: www.pivia.com
EMAIL: info@pivia.com

Internet Traffic Management
Virtual Booth 3963 • Virtual Product 1880

Internet traffic management technologies provide full availability, optimal performance, and eliminate downtime. These solutions are critical pieces of any business-driving web-based application. Internet traffic management solutions include:
- **Health monitoring**
- **Load balancing**
- **Bandwidth management**
- **Traffic redirection**
- **Denial of service protection**

By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.

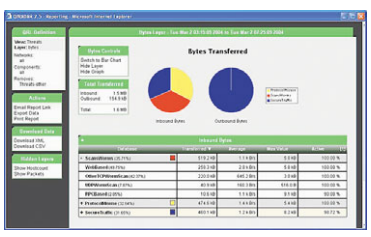
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WEB SITE: www.truenorthsolutions.net

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Fax: (703) 793-1461
EMAIL:Sales@truenorthsolutions.net

Network Anomaly Detection
Virtual Booth 3945 • Virtual Product 1839

QRadar

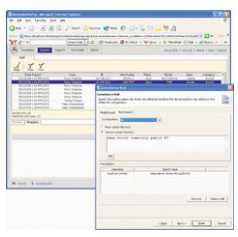


QRadar Network Anomaly Detection
Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Only QRadar can pinpoint network anomalies in real time.

Q1 Labs

1000 Winter Street, Suite 2950
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Fax: (781) 250-5880
WEB SITE: www.Q1Labs.com
EMAIL: info@Q1Labs.com

Change/Configuration Mgmt.
Virtual Booth 3889 • Virtual Product 1752



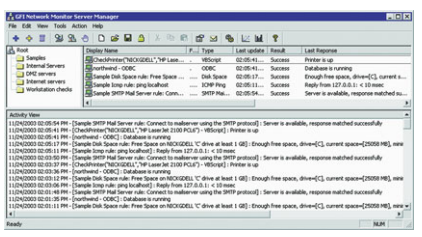
DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:
- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes

Get your FREE guide, "Selecting a NCCM Solution" at: www.alterpoint.com/selecting

AlterPoint™

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Fax: (512) 536-8390
WEB SITE: www.alterpoint.com
EMAIL: info@alterpoint.com

Network & Server Monitor
Virtual Booth 3805 • Virtual Product 1589

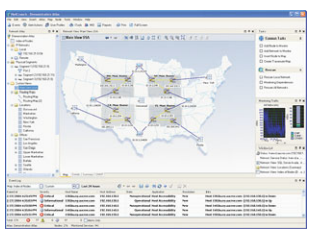


GFI Network Server Monitor automatically monitors your network and servers for failures and allows administrators to fix and identify issues before users report them. Alerts can be sent by email or text message. Actions, such as rebooting a machine, restarting a service or running a script, can be done automatically. Download your free evaluation version today at www.gfi.com/npp!

GFI

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Fax: (919) 388-5621
WEB SITE: www.gfi.com
EMAIL: sales@gfi.com

Network Monitoring & Mgmt.
Virtual Booth 3935 • Virtual Product 1823

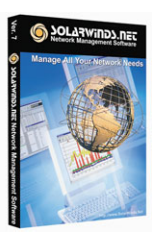


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- Monitor the status and performance of network hosts, services and applications
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- Validate service levels and plan for network capacity
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EMAIL: sales@adremsoft.com

Networking Management
Virtual Booth 4108 • Virtual Product 2079



The SolarWinds Engineer's Edition Version 7 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools.

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Network Management Tools
http://www.SolarWinds.Net

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Tulsa, OK 74133
Phone: (918) 307-8100
Fax: (918) 307-8080
WEB SITE: www.solarwinds.net
EMAIL: info@solarwinds.net

Enterprise Software
Virtual Booth 4083 • Virtual Product 2046

IPsonar 3.0® enterprise software consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

Discovery Processes
- Network Discovery
- Server Discovery
- Leak Discovery
- Wireless Discovery

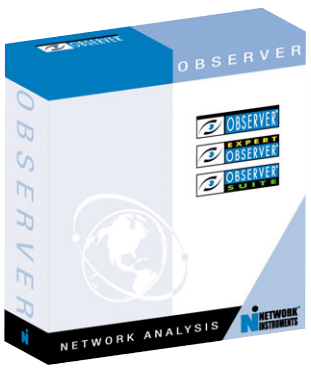
IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

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Network Analyzer
Virtual Booth 3249 • Virtual Product 838



- Observer 10 - available now
- Real-time packet capture and decode
- One solution for LAN, WAN, Gigabit, 802.11a/b/g
- Over 500 Expert Events
- 4GB packet capture buffer
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Phone: (800) 526-7919
Fax: (952) 932-9545
WEB: www.networkinstruments.com/pcom
EMAIL: sales@networkinstruments.com

Network Analysis Software
Virtual Booth 3801 • Virtual Product 1580

NETVOYANT

NetVoyant is a family of software products that provide network performance analysis and reporting solutions for the management of computer network infrastructure, critical servers, and applications. The system is scalable from the smallest enterprise to those with multiple locations or network operation centers where remote monitoring is required. NetVoyant automatically retrieves and compiles network statistics, performs analyses of those statistics, and provides graphical reports including baseline performance, bandwidth utilization, network volume, traffic, and trends. All solutions are available on Solaris, Linux, and Windows™ platforms.

NetVoyant lets you understand what is really happening on your network, from a LAN and WAN perspective, so that you can make informed decisions.

RedPoint Network Systems

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Fax: (972) 221-6550
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Network Analysis Solutions
Virtual Booth 4011 • Virtual Product 1957

WildPackets' Omni³ is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.

Key Benefits
- Faster resolution of faults
- Improved visibility into all parts of the network
- Increased uptime and network performance

Key Features
- OmniPeek Console for centralized monitoring and troubleshooting
- Distributed Omni³ engines for packet capture and analysis
- Interfaces include 10/100, 802.11 wireless, full duplex Gigabit, and WAN

For your free eval, visit www.wildpackets.com/processor

WildPackets

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Walnut Creek, CA 94597
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EMAIL: info@wildpackets.com

Change Management/Audit
Virtual Booth 3725 • Virtual Product 1426

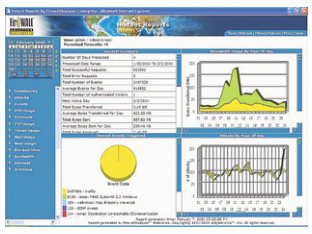
FireMon is a firewall policy and device change management and auditing product

- **Comprehensive Audit Functionality** - audit any Check Point policy or Cisco device configuration to ensure compliance with corporate or governmental expectations
- **Side-by-Side Policy or Configuration Comparison** - easily track changes made to any rule base/configuration
- **Policy Test** - based on source, destination and service, determine how traffic is handled at the firewall
- **Complete Change Management** - archive and track all changes made across time and the enterprise ensuring expected and consistent behavior
- **Performance Monitoring** - monitor the performance of any Nokia or Cisco device to ensure consistent behavior and uptime

FIREMON

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Fax: (816) 421-1938
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EMAIL: info@firemon.com

Firewall Analysis Software
Virtual Booth 3746 • Virtual Product 1474

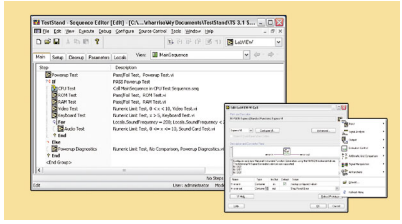


Firewall Analysis, Reporting and Management
- Real-time event monitoring and policy-based alerting
- Collect, correlate and investigate firewalls, IDS, routers and antivirus servers' activity
- Identify attack source, type & destination details
- Find virus activity source, type & destination by protocol
- Analyze event details by severity

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WEB SITE: www.eiQnetworks.com
EMAIL: info@eiQnetworks.com

Test Management
Virtual Booth 4082 • Virtual Product 2025

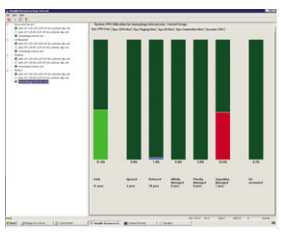


Develop your automated tests 4X faster with **TestStand3.1** - National Instruments newly released version of award-winning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.

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Terminal Server Mgmt.
Virtual Booth 4076 • Virtual Product 2036



triCerat provides software that simplifies the operation of the on-demand enterprise. The firm's **Simplify** applications overcome common, well-documented functionality gaps in the Terminal Server OS, giving customers a proactive mechanism for ensuring quality of service - this is Day Zero™ Protection. Licensed by over 2,500 organizations worldwide, the **Simplify Suite** creates significant ROI.

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Terminal Server Performance
Virtual Booth 4094 • Virtual Product 2057

TScale

TScale provides improved application performance and reliability while increasing the capacity of your servers by up to 40% or more!

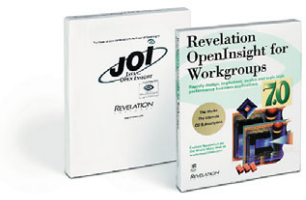
Get it all in a single, cost effective solution! TScale applies the appropriate combination of optimization techniques to prevent rogue applications from spiking the CPU for better user satisfaction, while reducing virtual memory for increased server capacity to reduce costs.

Key benefits include:
- Up to 40% or more users per server!
- Improved system and application response times!
- No more freezes, hangs and sluggishness due to runaway and rogue applications!

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Application Development
Virtual Booth 3887 • Virtual Product 1745



OpenInsight is The Application Developer's Toolkit
OpenInsight, Revelation Software's flagship product, is a repository-based applications development environment that enables development teams to work collaboratively to design, develop, deploy and scale high-performance business solutions on leading messaging and client/server platforms. Runs on both Windows and Linux.

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Content Security Kit
Virtual Booth 3953 • Virtual Product 1912



Content Security Acceleration Development Kit
- Boost performance of existing Antivirus, Antispam and Content Filtering applications - NO hardware expertise required.
- Includes 2xPCI Accelerator Cards - fast pattern matching, decompression and bayesian classification.
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Content Transformation
Virtual Booth 3926 • Virtual Product 1809

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.

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SCSI Reference Library
Virtual Booth 3820 • Virtual Product 1613

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Adaptive Server Enterprise 12.5.2 (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. The ASE 12 5.2 is continuing the legacy of business-critical performance, cost-effective computing. It is faster, more efficient, and easier to deploy and maintain.

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ 12.5 is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance, and storage efficiency, as well as the lowest total cost of ownership. Sybase IQ is the only business intelligence solution available on the market today that offers column-based data warehousing.

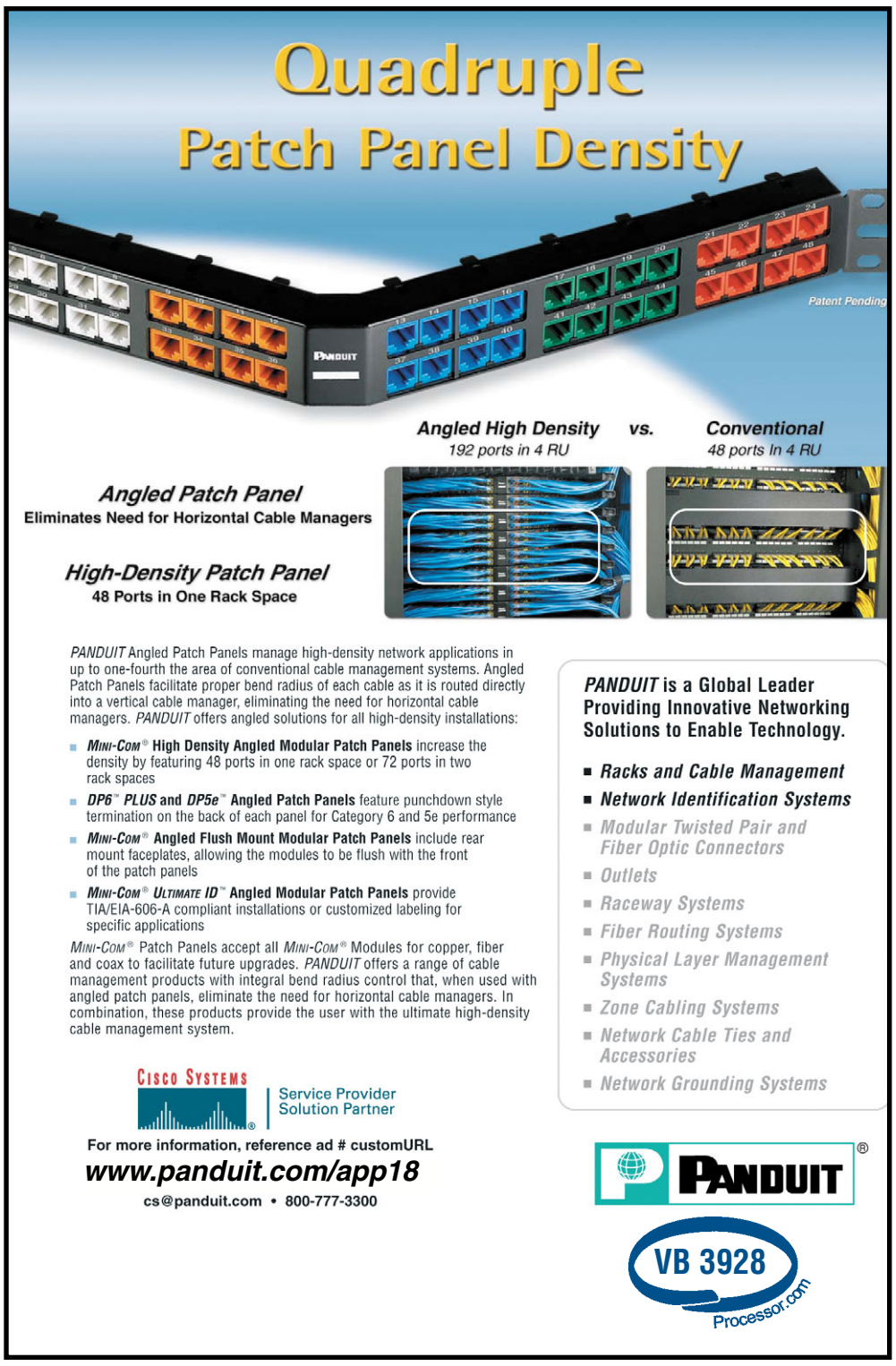
IANYWHERE SQL Anywhere Studio is a comprehensive package that provides data management and enterprise data synchronization, enabling the rapid development and deployment of database-powered applications. SQL Anywhere Studio extends information in corporate applications and enterprise system to anywhere business takes place. With more than 8 million deployed seats, SQL Anywhere Studio powers embedded database applications in desktop, server, mobile and remote office environments.

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities.

Manage Anywhere Studio™ A complete all-in-one solution that provides central control of software distribution and updates, system configuration, and device inventory for desktops, laptops, servers and handhelds. It reduces costs due to software distribution, help desk support, inventory maintenance as well as lost productivity.

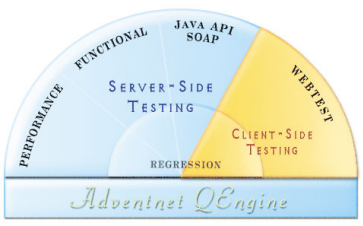
Pylon™ A set of flexible, feature rich, secure solutions that extend a company's existing Lotus Notes and Microsoft Exchange infrastructure to handheld devices. Pylon products enable organizations to mobilize corporate email, calendar, contacts, task lists, expenses and custom Notes applications, easily - with no programming required.

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Test Automation

Virtual Booth 4098 • Virtual Product 2062



AdventNet QEngine is an extensive, platform independent Test Automation tool used for Web, functional, acceptance, performance, API and regression testing. Supports testing of applications developed using HTML, JSP, PHP, XML, SOAP, WSDL, e-commerce, traditional client/server etc. Tool is developed using Java which facilitates portability and multiple platform support Windows, Linux, and Solaris.

AdventNet Excellence Matters

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Phone: (925) 924-9500
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EMAIL: info@adventnet.com

XML Conversion

Virtual Booth 4101 • Virtual Product 2071

DocSoft's W2XML v2.3
Word® to XML Converter

W2XML will convert *.doc, *.rtf, *.asp, *.htm, *.html and *.jsp to well-formed XML. The software can also apply eXtensible Style Language Transformations (XSLTs) to the standard output so that you can match virtually any Schema's tag set. New Features Available in Version 2.3 are group field content, remove space before punctuation, User Mode and eXSLT library.

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Wireless Access To CRM

Virtual Booth 3958 • Virtual Product 1873



Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

air2web

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Atlanta, GA 30309
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Packaged Speech Application

Virtual Booth 4068 • Virtual Product 2027

Voice-Enabled CRM

Voice Automation introduces voice-enabled CRM, an out-of-the-box packaged speech application. This simple-to-use mobility solution for the phone requires no custom setup or training. At any time, and from any place, users can quickly and securely call in to the CRM. Using a set of simple voice commands, users can read and write up-to-the-minute enterprise data, including email, appointments, contacts, quotes, and much more. While traveling or whenever the Internet is unavailable, Voice Automation is the always-available productivity solution that keeps remote workers in touch.

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EMAIL: sales@voiceautomation.com

Wireless Access To Email

Virtual Booth 3958 • Virtual Product 1872



Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

air2web

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Remote Enterprise Mgmt.

Virtual Booth 3955 • Virtual Product 1863

IC²

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Infrastructure Command and Control (IC²) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC²'s unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.

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iSeries Software
Virtual Booth 4109 • Virtual Product 2080

Software comes in many flavors on the iSeries, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On iSeries, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now. Also call for our several ERP solutions, Lotus offerings, printing solution software, facsimile software and particularly i5 integration across many operating platforms.

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Wilmington, DE 19808
Phone: (800) 787-7092
Fax: (302) 225-7505
WEB SITE: www.CQAInc.com
EMAIL: Sales@CQAInc.com

Enterprise Security Software
Virtual Booth 3826 • Virtual Product 1621



ENDFORCE Enterprise software enables enterprises to ensure users' workstations are compliant with current security policy, before granting network access. The software enforces policy for operating system patch level, best-of-breed personal firewalls and antivirus applications, and is extensible to include other emerging security products.

ENDFORCE

565 Metro Place South, Ste 300
Dublin, OH 43017
Phone: (866) 777-2537
Fax: (614) 923-6299
WEB SITE: www.endforce.com
EMAIL:Sales@endforce.com

Endpoint Security Solution
Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

StillSecure®

361 Centennial Pkwy. Suite 270
Louisville, CO 80027
Phone: (303) 381-3800
Fax: (303) 381-3881
WEB SITE: www.stillsecure.com
EMAIL: sales@stillsecure.com

Mobility Identity Enforcement
Virtual Booth 3966 • Virtual Product 1822

Synctomi Virtual Network Segmentation™—VNS™

Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.

SYNCTOMI™

One Secure Place
Union City, PA 16438
Phone: (814) 438-8200
Fax: (814) 438-8203
WEB SITE: www.synctomi.com
EMAIL:Sales@synctomi.com

User ID Mgmt Solution
Virtual Booth 3968 • Virtual Product 1884

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

AccountCourier provides:

- Clear and measurable benefits for your company's IT department, HR managers, business managers, employees, business partners, and customers.
- Best-in-class account provisioning features for maximum security, efficiency, productivity, cost-savings, and ROI.
- Flexible technology that integrates with and leverages your existing identity stores, service desk applications, messaging systems, and IT systems.

courion®

1881 Worchester Rd
Framingham, MA 01701
Phone: (866) 268-7466
Fax: (508) 879-8500
WEB SITE: www.courion.com
EMAIL: sales@courion.com

Password Management
Virtual Booth 4092 • Virtual Product 2054

Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started, SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords. PassGo also has a free version of SSO Plus available for non-commercial use -- www.ssoplus.com

PassGo

651 Holiday Drive - Suite 300
Pittsburgh, PA 15220
Phone: (888) 652-3983

WEB SITE: www.passgo.com
EMAIL: sales@passgo.com

Access Management Software
Virtual Booth 3763 • Virtual Product 1529

Entegrity AssureAccess

AssureAccess allows Web and J2EE application developers deploying secure e-business solutions to easily include authentication, single sign-on, authorization, audit, user management and security policy administration in their applications without building custom security code for each application.

Through AssureAccess, organizations can quickly deploy and update their security resulting in:

- More reliable security implementations
- Shorter and more predictable deployment schedules
- Lower overall application development costs

ENTEGRITY Solutions®

410 Amherst St, Ste 150
Nashua, NH 03063
Phone: (800) 525-4343
Fax: (603) 882-6092
WEB SITE: www.entegrity.com
EMAIL: sales@entegrity.com

Certificate Authority
Virtual Booth 3828 • Virtual Product 1624

Issue Universally Trusted SSL Certificates

OmniRoot is the exclusive public root certificate predistributed in 99% of the world's Web browsers as well as a wide range of IT platforms and other devices such as mobile phones.

By chaining your identity and trust infrastructure to OmniRoot, you can guarantee that the digital certificates you issue will be automatically recognized and accepted by your end-users' browsers since they both link to a common trust point.

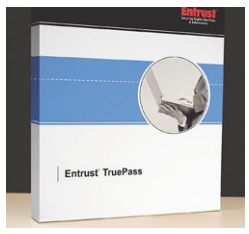
Betrusted offers both prepackaged and custom tailored SSL certificate solutions that incorporate OmniRoot - So whether you need to secure one server or multiple servers there's a service for you.

Betrusted
Providing Trust Worldwide

275 Madison Ave
New York, NY 10016
Phone: (646) 375-7500
Fax: (646) 375-7501
WEB SITE: www.betrusted.com
EMAIL: sales@betrusted.com

Web Authentication
Virtual Booth 3944 • Virtual Product 1838

Entrust TruePass™



You can't choose your users; however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use - increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a Web browser.

Entrust®
Securing Digital Identities & Information

1000 Innovation Drive
Ottawa, ON K2K 3E7 Canada
Phone: (888) 690-2424
Fax: (613) 270-2501
WEB SITE: www.entrust.com/truepass/pro
EMAIL: entrust@entrust.com

Fingerprint Logon Software
Virtual Booth 3866 • Virtual Product 1702



Security. Mobility. ROI. Coming to an operating system near you. The **Identix BioLogon® Software Suite** offers the complete solution for all your desktop and network fingerprint authentication needs. A complete multifactor authentication solution, BioLogon provides fingerprint and password support. The result: increased security, lower administrative costs, and added convenience.

identix

5600 Rowland Road
Minnetonka, MN 55343
Phone: (952) 932-0888
Fax: (952) 932-7181
WEB SITE: www.identix.com
EMAIL: info@identix.com

Secure Authentication
Virtual Booth 3833 • Virtual Product 1629



Datakey Axis is a **software** and **Smart Card solution** that delivers simplified & secure authentication for a full range of enterprise applications & network resources. It provides a definitive answer for those enterprises that are struggling with password-based authentication environments. Datakey Axis takes the user out of the security loop so organizations regain control of authentication.

DATAKEY®

407 West Travelers Trail
Burnsville, MN 55337
Phone: (888) 328-2539
Fax: (952) 890-2726
WEB SITE: www.datakey.com
EMAIL: sales@datakey.com

SmartCard Security Software
Virtual Booth 3580 • Virtual Product 1162



Access Control, Privacy and Convenience

- Strong Anti-Hacking Protection
- File Protection through Encryption
- Password Vault for Web sites
- Smart Card-based Digital Certificates

http://sales.360degreeweb.com/pcom0402

360 Web
www.360degreeweb.com

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Santa Clara, CA 95054
Phone: (408) 727-8288
Fax: (408) 727-8278
WEB SITE: www.360degreeweb.com
EMAIL: sales@360degreeweb.com

Remote Access Authentication
Virtual Booth 3651 • Virtual Product 1206

COBAS REMOTE ACCESS™ (VPN)

COBAS is the most secure and versatile authentication software in the world. The platform can work with any operating system, biometric or Smart Card Reader and allows you to store templates in a Centralized Database, localized hard drive, or Smart Card. Imagine entering your "username only" and hitting the login button and two seconds later wherever you're at the phone rings and performs a dual factor, tri-factor or multiperson authentication without having to run any client side software on that computer, laptop or PDA. The reason this method is so secure is because we split the pathway between the username and password, never sending pass-words or credentials over an IP-based network.

STRIKEFORCE TECHNOLOGIES, INC.

1090 King George's Post Road
Phone: (866) 787-4542
WEB SITE: www.sftnj.com

Edison, NJ 08837
Fax: (732) 661-9647
EMAIL:info@sftnj.com

Optical Fingerprint Reader
Virtual Booth 3866 • Virtual Product 1701



The BioTouch® PC Card provides a fully functional optical fingerprint reader inside a single Type II PC Card.

- Encryption option secures fingerprint image transmission between the reader and a computer
- Advanced CMOS camera technology delivers high image quality and reliability
- PCMCIA interface supports plug and play operation

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Fax: (952) 932-7181
WEB SITE: www.identix.com
EMAIL: info@identix.com

Triple Factor Authentication
Virtual Booth 3516 • Virtual Product 1919

Biometric PKI Network Enterprise Solution

With the **BioStik™**, Index Security Inc. and partner SecureMethods provide a Bio-PKI Network Solution offering "Triple Factor Authentication"; a legally binding digital signature with a Transaction-based Audit Trail. Our Bio-PKI solution is the highest level of data security today, DoD grade. An embedded PKI appliance mechanism grants your users access biometrically, with a digitally signed and encrypted remote access to your servers especially via the Web, at the same time it leaves a complete audit trail of transactions of file accesses, including who, what, when, where, and how they did it rather than by normal session base. This solution seamlessly provides the highest level of security, for multiple application servers without the need for modification and is at a reasonable cost, without client licensing charges.

INDEX™ SECURITY

500 Parker Ave, Ste G
Deal, NJ 07723-1435
Phone: (732) 531-9209
Fax: (732) 531-2307
WEB SITE: www.index-security.com
EMAIL: info@index-security.com

PC & Data Protection
Virtual Booth 3938 • Virtual Product 1829

Ritech BioSlimDisk iCool



- First ever portable security device with fingerprint enabled swipe sensor
- Truly driverless device enforcing "Secure Data Mobility"
- Built-in enrollment and authentication engine
- Windows logon and encryption capabilities
- Capable of password synchronization
- An ultimate protection of your privacy

BioSlimDisk™

12698 Schabarum Avenue
Phone: (626) 960-0877
WEB SITE: www.bioslimdisk.com

Irwindale, CA 91706
Fax: (626) 960-0871
EMAIL:marketingusa@bioslimdisk.com

Database Auditing Software
Virtual Booth 4027 • Virtual Product 1966

WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. **WizRule** detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

Features and Benefits

- Reports the rules, and the cases deviating from the norm.
- Displays the contents of the deviated cases.
- Reveals and lists spelling errors in names and values
- Reads dbf, MS Access, MS SQL, Oracle, ASCII files and any ODBC compliant database
- Easy-to-use interface based on Windows 9x / NT / 2000 / XP.

WizSoft

6800 Jericho Tpke., Ste. 120W
Syosset, NY 11791
Phone: (516) 393-5841
Fax: (516) 393-5842
WEB SITE: www.wizsoft.com
EMAIL: sales@wizsoft.com

Database Security
Virtual Booth 4077 • Virtual Product 2037

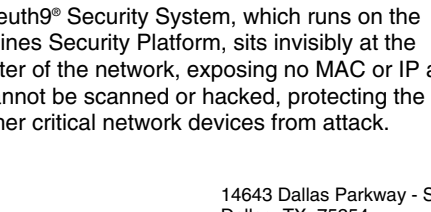
Audit Suite provides a powerful, non-intrusive, data-security solution for corporate databases with a 24x7x365 audit-trail of all SQL requests. This ensures accountability and deters eavesdropping by trusted insiders.

- Detailed knowledge of who did what & when
- Instant regulatory compliance with SOX, HIPAA
- Security policies, real-time policy driven alerts
- Automatic archiving, activity summaries
- No impact on databases or applications
- Comprehensive database and platform support
- Comprehensive metrics including SQL query
- Comprehensive server, display & search filters
- Data analysis, correlation and custom reporting

Incache effective application management

470 Park Ave. South, 10th Floor
New York, NY 10016
Phone: (212) 696-0776
Fax: (914) 992-9468
WEB SITE: www.incachetech.com
EMAIL: info@incachetech.com

Email Security For Exchange
Virtual Booth 3805 • Virtual Product 1592



GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: $3,750; 100 users: $950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!

GFI

15300 Weston Parkway, Suite 104
Cary, NC 27513
Phone: (888) 243-4329
Fax: (919) 388-5621
WEB SITE: www.gfi.com
EMAIL: sales@gfi.com

Firewall Software
Virtual Booth 3636 • Virtual Product 1188



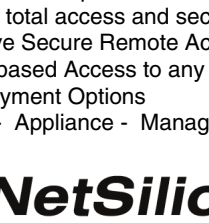
GB-Ware - Firewall Software

- Install on User-Configured Hardware
- 10 User and Unrestricted User Versions
- IKE VPN and 1 Mobile VPN Client License included
- Powered by GNAT Box System Software
- Certified by ISCA to meet 4.0 Corporate Standards

Global Technology Associates, Inc.

3505 Lake Lynda Drive, Suite 109
Orlando, FL 32817
Phone: (407) 380-0220
Fax: (407) 380-6080
WEB SITE: www.gta.com
EMAIL: info@gta.com

Security Linux
Virtual Booth 3726 • Virtual Product 1427



Award-Winning Security Solution

Astaro Security Linux provides six essential applications in a single, easy-to manage package. It eliminates the need for multiple security products, which saves time & money. It includes firewall, VPN, antivirus, URL filtering, spam filtering, intrusion protection, remote access, application proxies, usage reporting and much more.

astaro internet security

3 New England Executive Park
Burlington, MA 01803
Phone: (781) 272-8787
Fax: (781) 272-8989
WEB SITE: www.astaro.com
EMAIL: sales@astaro.com

Network Security Platform
Virtual Booth 3699 • Virtual Product 1285

Are your networks and routers easy prey?

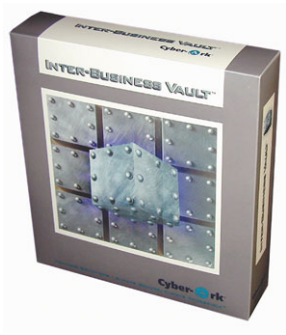
Defend against perimeter intruders with one solution.

- DeepNines is the front line of defense in the battle against cyberattacks.
- DeepNines Security Platform integrates intelligent firewall, intrusion prevention, best-in-class antivirus functionality, spam filtering and forensic capture and reporting into a security software platform that operates outside the network infrastructure.
- The Sleuth9® Security System, which runs on the DeepNines Security Platform, sits invisibly at the perimeter of the network, exposing no MAC or IP address so it cannot be scanned or hacked, protecting the router and other critical network devices from attack.

DeepNines TECHNOLOGIES

14643 Dallas Parkway - Suite 150
Dallas, TX 75254
Phone: (214) 273-6996
Fax: (214) 273-6997
WEB SITE: www.deepnines.com
EMAIL: info@deepnines.com

Secure Instant WAN
Virtual Booth 3971 • Virtual Product 1888



The **Inter-Business Vault™** enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet - enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.

Cyber-Ark®

270 Bridge St. Suite 203
Phone: (781) 251-0670
WEB SITE: www.cyber-ark.com

Dedham, MA 02026
Fax: (781) 251-0678
EMAIL:sales@cyber-ark.com

SSL VPN Solution
Virtual Booth 3694 • Virtual Product 1274

Netsilica EPN delivers scalable, secure deployments that fit your network & your remote access needs. Granular, application-level controls for every user that integrate with any authentication/authorization system (I&AM) for a complete enterprise solution.

- Complete Application-Aware Firewall
  Customizable Application-Level Security
- EPN goes beyond simplified remote access.
  Delivering total access and security solutions
- Comprehensive Secure Remote Access
  Browser-based Access to any Application
- Multiple Deployment Options
  Software - Appliance - Managed Service

NetSilica

377 Hoes Lane, Suite 260
Phone: (732) 465-1400
WEB SITE: www.netsilica.com

Piscataway, NJ 08854
Fax: (732) 465-1409
EMAIL:info@netsilica.com

SSL VPN for Windows
Virtual Booth 4078 • Virtual Product 2040

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.
OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.

OvisGate Software

1301 John Reed Court
City of Industry, CA 91745
Phone: (626) 854-1805
Fax: (626) 854-0835
WEB SITE: www.ovisgate.com
EMAIL: sales@ovisgate.com

Event Correlation
Virtual Booth 3724 • Virtual Product 1425

The **Lightning Console** from **Tenable** helps a security group organize, distribute, manage, and report network security information to multiple users across multiple organizations and to articulate the detected and directed activity to executive management. The Console has many powerful features, which include extremely robust vulnerability scanning; reporting and scheduling; asset management; real-time aggregation of IDS events and correlation with vulnerabilities; tracking the network security remediation process; strong separation of roles and security information; and organizational view of network security. The **Lightning Console** is a software solution that is deployed as a Web server on your network.

LIGHTNING

TENABLE Network Security

8830 Stanford Blvd. Ste. 312
Columbia, MD 21045
Phone: (877) 448-0489
Fax: (410) 510-1889
WEB SITE: www.tenablesecurity.com
EMAIL: sales@tenablesecurity.com

Event Monitor
Virtual Booth 3669 • Virtual Product 1247



PageR *Enterprise* is the automatic server, device and event monitor that watches anything across your network to immediately notify the IT staff when important events occur. PageR runs on Windows NT/2000/XP to monitor servers, logfiles, services, TCP/IP, SNMP, disks, programs, Web pages/links, devices, bandwidth, power and more. When events occur, alerts are sent to phones, pagers, PDAs, etc.

AVTECH Software

221 Third Street Tower
Newport, RI 02840
Phone: (888) 220-6700
Fax: (401) 847-6701
WEB SITE: www.avtech.com
EMAIL: sales@avtech.com

Real-Time Event Correlation
Virtual Booth 3994 • Virtual Product 1940



NetMonSecure™
- Full-featured SIM at an affordable price
- Network & Security Event Management
- Real-time threat correlation
- Automated real-time drill-down forensic analysis without programming
- Easy to install and use
- ROI almost immediate – get results on the first day
- Rules based security policies
- Notifications & Active Responses

NetMon2™

3000 Hadley Rd., 1st Floor
South Plainfield, NJ 07080
Phone: (908) 755-8111
Fax: (908) 222-7929
WEB SITE: www.netmon2.com
EMAIL: info@netmon2.com

Network Activity Analyzer
Virtual Booth 4064 • Virtual Product 2019



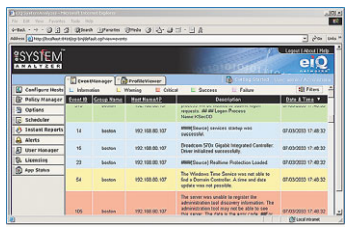
StealthWatch + Therminator

Lancope's StealthWatch+Therminator is the thermodynamic, behavior-based threat detection and network intelligence solution for real-time visualization of network traffic and patternless detection of known/unknown attacks.

Lancope

3650 Brookside Parkway, Suite 400
Alpharetta, GA 30022
Phone: (770) 225-6500
Fax: (770) 225-6501
WEB SITE: www.lancope.com
EMAIL: info@lancope.com

System Event Log Analysis
Virtual Booth 3746 • Virtual Product 1485



Centralized Windows, UNIX and Linux System Event Log Analysis
- Agentless centralized analysis and reporting
- Compliance reporting--HIPAA, GLBA, Sarbanes-Oxley
- Host grouping for event prioritization and reporting
- Real-time alerting and automatic notification
- Centralized event manager and reporting portal

eiQ networks

31 Nagog Park, 3rd Floor
Acton, MA 01720
Phone: (978) 266-9933
Fax: (978) 266-0004
WEB SITE: www.eiQnetworks.com
EMAIL: info@eiQnetworks.com

Server Status Monitor
Virtual Booth 3934 • Virtual Product 1821

serverVISION™

Prevent downtime and intrusions. **ServerVision** allows you to keep an eye on your servers and keep them secure at the same time. Getting started is a breeze with straightforward wizards and both an MMC snap-in and Web-based interface. Powerful server and event log monitoring that's EASY to configure, EASY to run and EASY on your budget.

- Automated responses and alerts
- Event log notification
- Security risk profile checking
- Detailed analysis reporting
- Performance monitoring
- 30-day product evaluation

SUNBELT SOFTWARE

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Phone: (888) 688-8457
Fax: (727) 562-5199
WEB SITE: www.sunbelt-software.com/pcom1
EMAIL: sales@sunbelt-software.com

Fraud Screening Solution
Virtual Booth 4016 • Virtual Product 1958

When it comes to screening for fraud.... who can you trust?

If your company conducts a high volume of customer transactions and you're looking for ways to minimize fraud and bad debt, **Lightbridge is the name you can trust.** We've screened hundreds of millions of customer applications since 1989, helping our clients avoid billions of dollars in fraud. Lightbridge fraud screening tools are part of the most comprehensive suite of automated fraud and risk management solutions available. Our automated processes determine the validity and risk profile of each new applicant before they become a customer. Lightbridge and integrated third party products deliver proven results for:

- Database Screening
- Fraud Scoring
- Validation
- Verification

Lightbridge®

30 Corporate Drive
Burlington, MA 01803
Phone: (781) 359-4000
Fax: (781) 359-4500
WEB SITE: www.lightbridge.com
EMAIL: products@lightbridge.com

Computer Forensics SW
Virtual Booth 3880 • Virtual Product 1724

PRODISCOVER®

Applications
- Internal Investigations
- Incident Responses
- Disk Forensics

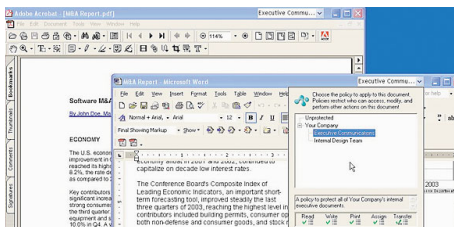


Features
- Examines live systems in your network
- Finds Trojans and rootkits that hide in your system
- Generates evidence quality results and creates reports
- Searches for keywords or phrases
- Securely wipes entire disk drive

Technology Pathways

703 First St
Coronado, CA 92118
Phone: (888) 894-5500
Fax: (619) 435-0465
WEB SITE: www.techpathways.com
EMAIL: sales@techpathways.com

Intellectual Property Security
Virtual Booth 3868 • Virtual Product 1703



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes. It allows you to share information inside and outside the enterprise while retaining control.

LIQUID MACHINES enabling secure business™

10 Maguire Road - Suite 110
Lexington, MA 02421
Phone: (781) 861-1497
Fax: (781) 861-0374
WEB SITE: www.liquidmachines.com
EMAIL: info@liquidmachines.com

Network Security Software
Virtual Booth 3975 • Virtual Product 1906

The Enforcer/EI

Enforcer/EI software agents monitor networked computers and send notifications when corporate policy is violated. Enforcer/EI uses revolutionary parallel processing architecture that provides unsurpassed enterprise security management.

- Enforces security policy
- Operational notifications sent 24/7/365
- Assures privacy
- Platform independent
- Small footprint
- Nominal network traffic
- Exception based
- Minimal administration

Paragentec

10815 Rancho Bernardo Road, Ste 220
San Diego, CA 92127
Phone: (800) 897-8768
Fax: (858) 271-0218
WEB SITE: www.paragentec.com
EMAIL: info@paragentec.com

Vulnerabiltiy Management
Virtual Booth 4017 • Virtual Product 1959

SecurityExpressions

Audit and Compliance

SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

pedestal SOFTWARE

199 Wells Ave
Newton Center, MA 02459
Phone: (888) 664-7174
Fax: (617) 928-5552
WEB SITE: www.pedestal.com
EMAIL: sales@pedestal.com

VB 3682 Processor.com

FINALLY A WAY TO DETECT, ISOLATE, AND ELIMINATE VIRUSES AND WORMS AT THE NETWORK LAYER.



Introducing the industry's first outbreak prevention appliance -- only from Trend Micro.

Deadly viruses and worms are now attacking at the transport level. Combat these evolving threats with Trend Micro™ Network VirusWall™ -- the first and only appliance designed to prevent outbreaks at the network layer. Detect, quarantine, and eliminate threats as they occur. Assisted by our award-winning Enterprise Security experts, you'll quickly contain viruses and worms and maintain productivity. Mission accomplished.

For details or a free white paper, call 1.888.58.TREND
or go to www.trendmicro.com/products/nvw

Network Magazine PRODUCT OF THE YEAR 2003

PC MAGAZINE EDITORS' CHOICE April 22, 2003 Trend Micro Enterprise Protection Strategy Trend Micro, Inc.

Network Computing EDITOR'S CHOICE

DEMOgod

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Policy Compliance
Virtual Booth 4075 • Virtual Product 2035



Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley, HIPAA, GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

BIND VIEW Insight at Work

5151 San Felipe, Suite 2500
Houston, TX 77056
Phone: (713) 561-4000
Fax: (713) 561-4204
WEB SITE: www.bindview.com
EMAIL: info@bindview.com

Internet Usage Filter
Virtual Booth 3782 • Virtual Product 1545

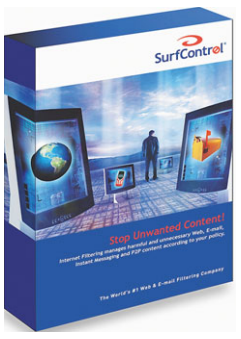
DynaComm i:filter®

This state-of-the-art Internet filter has capabilities to protect you, your organization and your employees. It comes with everything you need to effectively manage, filter and report on your organization's Internet usage and it can be easily installed in almost any network topology. Comprehensive reporting and the industry's largest database help ensure that your Internet resources are being used appropriately.

FutureSoft

12012 Wickchester Ln., Ste. 600
Houston, TX 77079
Phone: (800) 989-8908
Fax: (281) 496-1090
WEB SITE: www.dciseries.com
EMAIL: info@futuresoft.com

Web Filtering Solution
Virtual Booth 3947 • Virtual Product 1853



SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting and analysis.

SurfControl® The World's #1 Web & E-mail Filtering Company

100 Enterprise Way, Ste A110
Scotts Valley, CA 95066
Phone: (831) 440-2500
Fax: (831) 440-2740
WEB SITE: www.surfcontrol.com
EMAIL: sales@surfcontrol.com

Endpoint Security
Virtual Booth 4091 • Virtual Product 2053



Fireball Enterprise is state-of-the-art endpoint security software for desktop & mobile computers. The first & only centrally managed, integrated solution that combines the layered protection of a personal firewall, intrusion detection system, privacy controls, system assessment, Web/application recording, spyware & an IPSec VPN. Controls all levels of network traffic and communications.

REDCANNON

42808 Christy Street, Suite 108
Phone: (510) 498-4100
WEB SITE: www.redcannon.com

Fremont, CA 94538
Fax: (510) 498-4390
EMAIL: sales@redcannon.com

LapTrak
Virtual Booth 3686 • Virtual Product 1253



If your computer is missing, we can find it...

LapTrak is a virtually undetectable and silent safeguard software program that enables the LapTrak "IQ Certified" alarm monitoring station to track the location of a laptop or desktop computer 24 hours per day, 365 days per year.

Secure-It

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East Longmeadow, MA 01028
Phone: (800) 451-7592
Fax: (413) 525-8807
WEB SITE: www.secure-it.com
EMAIL: sales@secure-it.com

Mobile Security Management
Virtual Booth 3785 • Virtual Product 1550

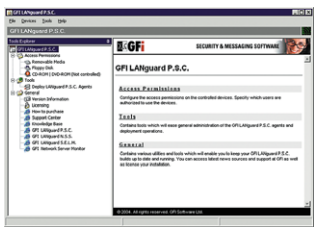
Advanced, Policy-Enforced Client Security Protection

- Next-generation operating system kernel-layer security technology ensuring a much higher level of security than first-generation personal firewalls
- Advanced WLAN control (up to and including complete radio silencing) that allows you to manage every phase of your wireless deployment
- Highly scalable security policy distribution keeping thousands of enterprise users on both sides of the corporate firewall regularly and securely updated
- Location-based controls adapting security permissions by network location for users moving across different networks and encountering different risks
- WLAN connectivity under centralized IT management & control in compliance w/corporate security policy guidelines
- Protects mobile endpoints at the network adapter

SENFORCE

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Fax: (801) 838-7879
WEB SITE: www.senforce.com
EMAIL: sales@senforce.com

Portable Storage Control
Virtual Booth 3805 • Virtual Product 1995



GFI LANguard Portable Storage Control offers you network-wide control of which users can plug in a USB stick; connect a smartphone, MP3 player, handheld; download / upload data to a digital camera; access CDs; access floppies. All user management is done through Active Directory eliminating extra administration. Starting from only $295 for 25 PCs. Download your eval today: www.gfi.com/psp

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Cary, NC 27513
Phone: (888) 243-4329
Fax: (919) 388-5621
WEB SITE: www.gfi.com
EMAIL: sales@gfi.com

Computer Theft Recovery
Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™
- The only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously.
- Can be installed using a variety of popular “network push” techniques or disk imaging utilities.
- Installation is completely transparent
- Your organization’s contact and ownership information is hardcoded directly within your custom Enterprise version.
- Once notified of a theft, recovery agents at Brigadoon Software’s worldwide monitoring and command center provide full technical, tracking and recovery support to the customer and local police.

143 Main St.
Phone: (845) 624-0909
WEB SITE: www.brigadoonsoftware.com

Nanuet, NY 10954
Fax: (845) 624-0990
EMAIL:sales@brigadoonsoftware.com

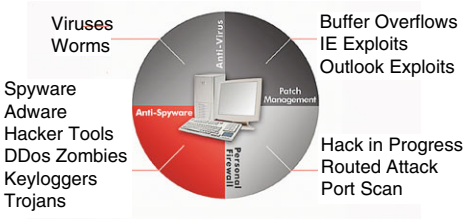
Laptop Security Software
Virtual Booth 4018 • Virtual Product 1960



zTRACE GOLD is a stealth tracing and recovery application that remains udetectable & unerasable on your laptop’s hard drive. If the laptop is reported stolen, the computer reports its own location the next time it is connected to the Internet! That Information is immediately forwarded to the zTrace Recovery Team, who works in conjunction with local law officials to recover your laptop.

411 Waverly Oaks Rd, Ste 328
Waltham, MA 02452
Phone: (877) 987-2232
Fax: (877) 966-2200
WEB SITE: www.zTrace.com
EMAIL: sales@zTrace.com

Anti-Spyware Solution
Virtual Booth 3853 • Virtual Product 1652



PestPatrol Corporate Edition v5
PestPatrol Corporate Edition, the leading network anti-spyware solution, has been redesigned from the ground up to capitalize on our existing strengths in detection and removal. The new version will use fewer resources while providing substantially faster scanning and greater scalability and manageability.

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Carlisle, PA 17013
Phone: (717) 243-6588
Fax: (717) 243-8545
WEB SITE: www.pestpatrol.com
EMAIL: sales@pestpatrol.com

Antispam
Virtual Booth 3698 • Virtual Product 1284



PreciseMail Anti-Spam Gateway
“Get Precisely the Email You Want”
- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages
- Mulitple antispam filtering technologies are used for high accuracy
- Web interface for user spam management

959 Concord St
Phone: (800) 722-7770
WEB SITE: www.process.com

Framingham, MA 01701
Fax: (508) 879-0042
EMAIL:Sales@process.com

Antispam For Exchange
Virtual Booth 3934 • Virtual Product 1822

iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- Customizable treatment of spam
- 30-day product evaluation

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Clearwater, FL 33755
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Fax: (727) 562-5199
WEB SITE: www.sunbelt-software.com/pcom
EMAIL: sales@sunbelt-software.com

Antispam Application
Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as $3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions.
Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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Phone: (817) 337-0300
Fax: (817) 337-0313
WEB SITE: www.fulcrumgroup.net
EMAIL: info@fulcrumgroup.net

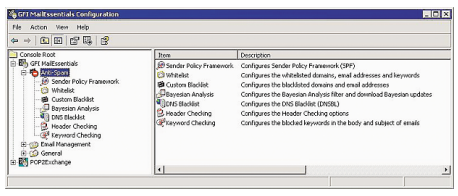
Antispam
Virtual Booth 4046 • Virtual Product 1988

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?
- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

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Redwood City, CA 94063
Phone: (800) 696-1978
Fax: (650) 216-2001
WEB SITE: www.tumbleweed.com
EMAIL: info@tumbleweed.com

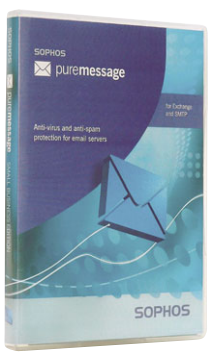
Server-Based Antispam
Virtual Booth 3805 • Virtual Product 1591



GFI MailEssentials for Exchange/SMTP
- Spam protection at server level
- Bayesian filtering achieves 98%+ spam detection
- Minimal false positives via automatic whitelist
- Sort spam to users' junk mail folders
- Adds disclaimers, reporting, archiving, monitoring & more
- Cost-effective: $495 for 50 mailboxes; unlimited: $1,250

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Cary, NC 27513
Phone: (888) 243-4329
Fax: (919) 388-5621
WEB SITE: www.gfi.com
EMAIL: sales@gfi.com

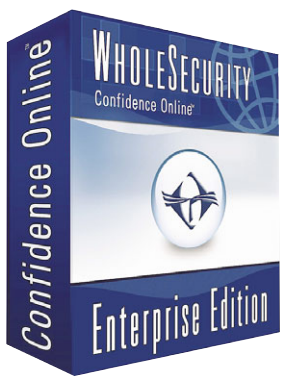
Email Management Solution
Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.
- Policies combine anti-spam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

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Encinitas, CA 92024
Phone: (800) 535-3353
Fax: (760) 942-6489
WEB SITE: www.nwtechusa.com
EMAIL: sales@nwtechusa.com

Zero-Hour Threat Detection
Virtual Booth 3742 • Virtual Product 1449



Worried about worms, Trojan horses and eavesdropping threats?
WholeSecurity’s solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

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Fax: (512) 874-7401
WEB SITE: www.wholesecurity.com
EMAIL: sales@wholesecurity.com

Microsoft SQL Audit/IPS
Virtual Booth 3901 • Virtual Product 1771

AppRadar for Microsoft SQL Server is a host-based, database intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.
- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
- Provides administrators full awareness of what has been executed, when, by whom, and where in the data base. Providing an audit trail and "real-time" alerting of all database activity without any impact on performance.

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Phone: (212) 947-8787
WEB SITE: www.appsecinc.com

New York, NY 10018
Fax: (212) 947-8788
EMAIL: sales@appsecinc.com

Vulnerability Scanner
Virtual Booth 3724 • Virtual Product 1430

Do you know what happens between the last time a vulnerability scan is completed and the next time a scan is completed? New hosts, new ports, new services and new vulnerabilities can arrive on your networks faster than you may be allowed to scan for them. The **NeVO** passive vulnerability scanner can find out what is happening on your network without actively scanning it. **NeVO** is deployed as a network sniffer and dynamically builds a model of the active hosts, services and their vulnerabilities. In a switching environment, the use of spanned ports, mirrored ports or network taps is required. **NeVO** is available for both Unix and Windows platforms.

NeVO™ TENABLE

TENABLE Network Security

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Columbia, MD 21045
Phone: (877) 448-0489
Fax: (410) 510-1889
WEB SITE: www.tenablesecurity.com
EMAIL: sales@tenablesecurity.com

Vulnerability Management
Virtual Booth 3822 • Virtual Product 1618

Intrusec Exposé - Change Management Software
You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.

- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners to tell you what vulnerabilities were created by the change.

intrusec

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Atlanta, GA 30308
Phone: (404) 526-6138
Fax: (404) 526-6132
WEB SITE: www.intrusec.com
EMAIL: info@intrusec.com

Exposure Risk Mgmt.
Virtual Booth 3875 • Virtual Product 1719

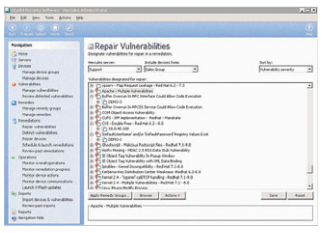


Skybox™ View creates a virtual model of your environment and then, by leveraging your scanned information, runs attack simulations distilling 10,000's of vulnerabilities down to the <2% that are critical because they are truly "exposed." **Skybox™ View** reduces the window of exposure from months to hours and communicates risk in layman terms to executives.

skybox™ security
MANAGING THE RISKS THAT MATTER

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Palo Alto, CA 94303
Phone: (650) 565-8060
Fax: (650) 565-8068
WEB SITE: www.skyboxsecurity.com
EMAIL: sales@skyboxsecurity.com

Vulnerability Remediation
Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

CITADEL™ SECURITY SOFTWARE

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Dallas, TX 75231
Phone: (214) 520-9292
Fax: (214) 520-9293
WEB SITE: www.citadel.com
EMAIL: info@citadel.com

USB Software Security
Virtual Booth 3972 • Virtual Product 1889



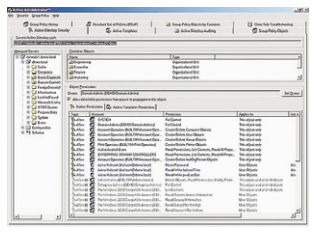
Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.

MARX® SOFTWARE SECURITY

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Fax: (770) 986-8891
WEB SITE: www.marx.com
EMAIL: sales@marx.com

Active Directory Mgmt.
Virtual Booth 3960 • Virtual Product 1875

Active Administrator



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

- Simplified Group Policy Planning, Management & Backup
- Consistent permission assignment with Active Templates
- Repairable & Revocable role-based delegation of control

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Fax: (561) 886-2499
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EMAIL: sales@scriptlogic.com

Display-Only File Server
Virtual Booth 3847 • Virtual Product 1639

A revolutionary secure file server technology that protects enterprises from informaiton theft by insiders

- Bits of a confidential file never leave a DOFS server after the file is checked in.
- Screen dump on a user machine is disallowed whenever the user is interacting with a confidential file.
- Any crucial file access operations on a DOFS server like checking in/out, printing, emailing, etc. are fully logged, monitored and controlled.
- Accesses to exported confidential files, essential in a mobile working environment, are protected by a tamper-resistant file access control mechanism.
- Clipboard operation such as cut & paste is unidirectional so that no information leakage from a DOFS server to a DOFS client is possible, but the other direction is allowed.

RNI Rether Networks Inc.

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Centereach, NY 11720
Phone: (631) 467-4381
Fax: (631) 467-4597
WEB SITE: www.rether.com
EMAIL: rni@rether.com

Document Security Software
Virtual Booth 3727 • Virtual Product 1428

Authentica's document security solutions provide total control over your enterprise's sensitive documents, spreadsheets and presentations, both during and after delivery to recipients.

Our document security solutions are ideal for any large enterprise that needs to securely share valuable intellectual property internally or with outside business partners.

Authentica's solutions let you:

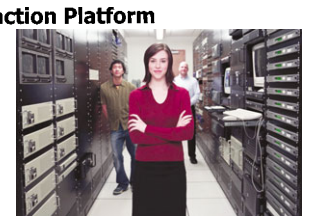
- Securely distribute information anywhere
- Dynamically change access and usage permissions at any time, even after recipients have accessed files
- Continuously monitor information activity

authentica® protect your information™

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Lexington, MA 02421
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EMAIL: sales@authentica.com

Web Services Security
Virtual Booth 3944 • Virtual Product 1837

Entrust®
Secure Transaction Platform



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.

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Securing Digital Identities & Information

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Fax: (613) 270-2501
WEB SITE: www.entrust.com/stp/pro
EMAIL: entrust@entrust.com

Enterprise Backup Solution
Virtual Booth 3920 • Virtual Product 1794

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

VERITAS™

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Mountain View, CA 94043
Phone: (800) 327-2232
Fax: (650) 527-2908
WEB SITE: www.veritas.com
EMAIL: sales@veritas.com

Backup & Recovery Solution
Virtual Booth 3984 • Virtual Product 1911

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
- Manageable
- Flexible

betasystems

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WEB SITE: www.betasystems.com

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Fax: (301) 486-4602
EMAIL: kelly.gunn@betasystems.com

Data Protection Software
Virtual Booth 3837 • Virtual Product 1632



BackAgain™ Data Protection Software. Tens of thousands of satisfied customers worldwide since 1994.

- Standout ease-of-use, highly competitive feature set, broad backup device support
- Live Microsoft Exchange backup (to mailbox level), live SQL Server backup
- Back up to any media at no additional cost
- "Bare-metal restore" for disaster recovery
- Unmatched value

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Phone: (651) 203-4600
WEB SITE: www.intradyn.com
EMAIL: sales@intradyn.com

Backup & Recovery Mgmt.
Virtual Booth 3991 • Virtual Product 1926

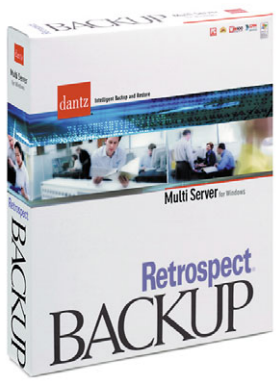
Not Just Another Backup Utility!

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.

21ST CENTURY software INC

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Wayne, PA 19087
Phone: (610) 971-9946
Fax: (610) 964-9072
WEB SITE: www.21stcenturysoftware.com
EMAIL: sales@21stcenturysoftware.com

Backup Software
Virtual Booth 4062 • Virtual Product 2014



Dantz® Retrospect® Multi Server v6.5 delivers proven technology, complete protection, easy administration, and fast backups with 100% accurate restores for networked file servers, business critical application servers, desktops and notebooks. It provides the utmost in safety and security by protecting against loss due to viruses, newly installed software, user error, damaged hardware, hardware upgrades, hackers & lost or stolen computers.

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EMAIL: sales@dantz.com

Unix/Linux Tape Management
Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
- Track and protect every tape used
- Manage virtually unlimited number of tape devices, including virtual and real automated tape libraries
- Implement regulatory compliant offsite vault management program
- Monitor all backup activity from a single console

LXI® NETWORK STORAGE SOLUTIONS

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Fax: (214) 260-9019
WEB SITE: www.LXIcorp.com
EMAIL: sales@LXIcorp.com

Continuous Data Protection
Virtual Booth 3587 • Virtual Product 1358



Storactive LiveServ™ for Exchange Server

LiveServ software delivers continuous data protection for Microsoft Exchange servers, ensuring rapid, zero-loss recovery of individual messages, mailboxes and entire data stores.

- Eliminate backup and recovery windows
- Recover data up to the point of failure
- Rapidly restore messages while Exchange is live
- **FREE TRIAL**

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EMAIL: sales@storactive.com

Content Archiving Software
Virtual Booth 3929 • Virtual Product 1814

Enterprise Vault®

Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault® allows you to streamline and reduce the ongoing cost of information storage for the enterprise and simultaneously keep it instantly accessible for users and the organization.

Enterprise Vault not only optimizes front line systems but helps you support your mission to develop processes for good corporate governance.

Visit **www.kvsinc.com/corpgov** and receive the free report, Corporate Governance - the Impact on your IT Staff!

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EMAIL: info@kvsinc.com

Backup & Disaster Recovery
Virtual Booth 3587 • Virtual Product 1359



Storactive LiveBackup® for Enterprise PCs

LiveBackup software for desktop, remote & mobile PCs protects distributed data automatically as it is saved and ensures rapid file, system & disaster recovery.

- Automates PC backup in real time
- Recovers from disasters, errors & viruses
- Minimizes downtime
- Offers easy, self-serve data recovery
- **FREE TRIAL**

storactive®

4551 Glencoe Ave., Ste. 150
Marina del Rey, CA 90292
Phone: (888) 352-9140
Fax: (301) 604-0773
WEB SITE: www.storactive.com
EMAIL: sales@storactive.com

Real-Time Data Replication
Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.

constantdata

410 11th Ave. S
Hopkins, MN 55343
Phone: (952) 933-2331
Fax: (952) 933-2551
WEB SITE: www.constantdata.com
EMAIL:sales@constantdata.com

Data Backup & Recovery
Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Centralize and automate your backup and recovery process
- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
- Automate for regulatory compliance, removing dependence on human management

EVAULT

1600 S Main St
Walnut Creek, CA 94596
Phone: (877) 382-8581
Fax: (925) 944-9909
WEB SITE: www.evault.com
EMAIL: info@evault.com

Peer to Peer Backup System
Virtual Booth 4024 • Virtual Product 1963

312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:

- Installation & setup wizard
- Protects files or folders
- Easy scheduler for continuous, effortless backup
- Simultaneous backups to multiple off-site peers
- Peers cannot see, modify or infect your data
- Securely encrypts and compresses the data
- No monthly web storage fees!

three twelve

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Orlando, FL 32826
Phone: (407) 210-2412
Fax: (407) 207-7348
WEB SITE: www.312inc.com
EMAIL: sales@312inc.com

Data Warehouse Platform
Virtual Booth 3926 • Virtual Product 1807

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.

Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.

SYBASE®

One Sybase Way
Dublin, CA 94568
Phone: (925) 236-5000
Fax: (925) 236-4321
WEB SITE: www.sybase.com
EMAIL: sales@sybase.com

Storage Mgmt. Solution
Virtual Booth 4100 • Virtual Product 2068

ArC Overview

Network-based archive for fixed-content data

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.

ARCHIVAS digital archiving

200 West St.
Waltham, MA 02451
Phone: (781) 890-8353
Fax: (781) 890-8343
WEB SITE: www.archivas.com
EMAIL: info@archivas.com

Web-Based Media Service
Virtual Booth 4085 • Virtual Product 2048

American Eagle's WEBSCAN
Web-based media tracking system

Track Media

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

Inventory

- Media in Tape Library
- Media at the Offsite Vault

Web-Based Advantages

- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

AES

30 Corporate Dr
Holtsville, NY 11742
Phone: (631) 207-4400
Fax: (631) 207-4407
WEB SITE: www.americaneaglesys.com
EMAIL: info@aeseast.com

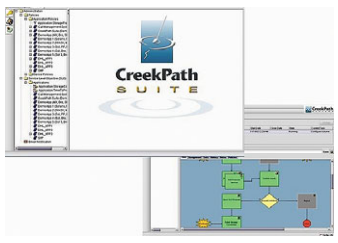
SAN & NAS Management
Virtual Booth 3697 • Virtual Product 1286

IPStor provides an open software infrastructure platform for storage networking, allowing for the consolidation of heterogeneous storage environments along with the seamless creation & provisioning of both SAN (block level) & NAS resources (for general-purpose file sharing) from the same storage pool.

- Any-to-any connectivity: Fibre Channel, IP, iSCSI, SCSI, CIFS, NFS, etc.
- Centralized management of entire storage network and storage services from a single easy-to-use, go-anywhere Java console
- Dynamic expansion of storage volumes
- Lightning-fast zero-impact backup and immediate recovery
- End-to-end security

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Orange, CA 92865
Phone: (866) 651-6036 Ext. 21
Fax: (714) 998-6366
WEB SITE: www.caeneng.com
EMAIL: dennis@caeneng.com

Storage Resource Mgmt.
Virtual Booth 3747 • Virtual Product 1483



CreekPath Systems is changing the way people view their storage operations and processes. There is no other vendor in the industry that integrates workflow, policy and automation into the storage supply chain so that users can employ their total infrastructure as a business enabler.

7420 E. Dry Creek Parkway
Longmont, CO 80503
Phone: (303) 845-1188
Fax: (303) 845-1002
WEB SITE: www.creekpathsystems.com
EMAIL: sales@creekpathsystems.com

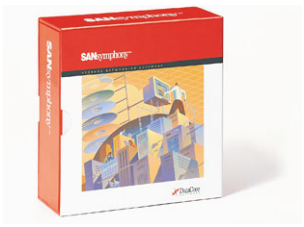
Fiber-Optic Modem/Isolator
Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality

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Nashua, NH 03063
Phone: (603) 622-4400
Fax: (603) 263-2375
WEB SITE: www.ntpsoftware.com
EMAIL: info@ntpsoftware.com

Storage Consolidation



SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.

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Ft. Lauderdale, FL 33309
Phone: (954) 377-6000
Fax: (954) 938-7953
WEB SITE: www.datacore.com
EMAIL: salesops@datacore.com

Storage Resource Mgmt.
Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexibile and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting

6190 Corte Del Cedro
Carlsbad, CA 92009
Phone: (760) 683-2500
Fax: (760) 683-2599
WEB SITE: www.nstor.com
EMAIL: info@nstor.com

Storage Expansion

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

6300 NW 5th Way
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Phone: (954) 377-6000
Fax: (954) 938-7953
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EMAIL: salesops@datacore.com



Data Storage Management
Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability.

- Installs easily and quickly with no required production server downtime
- Aggregates multiple storage resources into a virtual central storage pool
- Provides seamless access to files---user directories remain unchanged
- Dramatically reduces the amount of time needed for backup/recovery

CaminoSoft

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Westlake Village, CA 91361
Phone: (805) 370-3100
Fax: (805) 370-3200
WEB SITE: www.caminosoft.com
EMAIL: info@caminosoft.com

SCSI Diagnostics
Virtual Booth 3820 • Virtual Product 1614

SCSItoolbox™

The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.

SCSI TOOLBOX, LLC
The Industry Standard in SCSI/FC/iSCI Testing

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Phone: (303) 972-2072 **Fax: (480) 802-1217**
WEB SITE: www.scsitoolbox.com EMAIL:sales@scsitoolbox.com

I/O Acceleration Software
Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

Precision I/O

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Palo Alto, CA 94304
Phone: (650) 739-1700
Fax: (650) 739-0838
WEB SITE: www.precisionio.com
EMAIL: sales@precisionio.com

iSCSI Target Software
Virtual Booth 3905 • Virtual Product 1777

WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.

String Bean SOFTWARE

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Montgomery Village, MD 20886
Phone: (301) 977-7800
Fax: (240) 597-8783
WEB SITE: www.stringbeansoftware.com
EMAIL: info@stringbeansoftware.com

Application Virtualization
Virtual Booth 4032 • Virtual Product 1972

Softricity® helps enterprises simplify and accelerate their entire software management and deployments with SoftGrid® - the industry's first application virtualization infrastructure solution - reliably and cost-effectively for past, present and future applications. SoftGrid transforms Windows applications from products that must be installed locally into virtual services that are centrally configured, managed, and deployed on-demand to Windows desktops, laptops and Terminal Services/Citrix MetaFrame Presentation servers - preventing application conflicts, eliminating regression testing and increasing change management responsiveness. By streamlining deployment, upgrades, patches and terminations, SoftGrid saves companies tremendous time and money, increases quality of service and provides the flexibility needed for today's dynamic business environment.

SOFTRICITY®

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Phone: (877) 763-8737
Fax: (617) 338-7769
WEB SITE: www.softricity.com
EMAIL: info@softricity.com

Enterprise Mgmt. Software
Virtual Booth 3793 • Virtual Product 1559

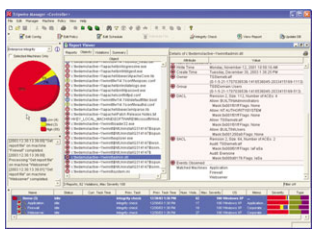
ECM Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

- Central database
- Enterprise view
- Auto discovery
- Central WMI data collection w/out recompiling the MOF
- Ability to monitor mission-critical services
- Run remote commands
- Schedule collections by time interval on demand
- Agent is DCOM based, not service based

Configuresoft

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Colorado Springs, CO 80907
Phone: (719) 447-4600
Fax: (719) 447-4601
WEB SITE: www.configuresoft.com
EMAIL: sales@configuresoft.com

Tripwire For Servers
Virtual Booth 4066 • Virtual Product 2023

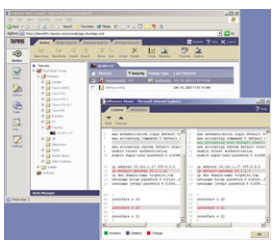


Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.

TRIPWIRE®

326 SW Broadway
Portland, OR 97205
Phone: (800) 874-7947
Fax: (503) 223-0182
WEB SITE: www.tripwire.com
EMAIL: sales@tripwire.com

Tripwire for Network Devices
Virtual Booth 4066 • Virtual Product 2024



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.

TRIPWIRE®

326 SW Broadway
Portland, OR 97205
Phone: (800) 874-7947
Fax: (503) 223-0182
WEB SITE: www.tripwire.com
EMAIL: sales@tripwire.com

Clustering Solutions
Virtual Booth 3920 • Virtual Product 1792

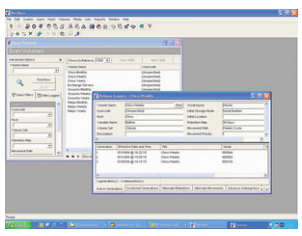
VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.

VERITAS™

350 Ellis Street
Mountain View, CA 94043
Phone: (800) 327-2232
Fax: (650) 527-2908
WEB SITE: www.veritas.com
EMAIL: sales@veritas.com

Media Management System
Virtual Booth 3998 • Virtual Product 1943

Vertices® THE MEDIA MANAGEMENT SYSTEM



Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.

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WEB SITE: www.bandl.com
EMAIL: sales@bandl.com

Patch Management Service
Virtual Booth 3819 • Virtual Product 1754

- With Patch Automation™, IT staffs will be receiving and applying patches that are directly received from Microsoft, with no intermediate handling. This minimizes the risk of inadvertent tampering with a patch.
- Small organizations to Fortune 500 giants can easily apply Patch Automation. The ability of Mobile Automation software to run on any Microsoft OS (9x thru XP), and work in conjunction with any ODBC-compliant database product, make it an easy fit with any size organization.
- Patch Automation™ can be used in conjunction with any systems management platform that's already in place, including Microsoft SMS™, IBM Tivoli™ and CA Unicenter™ and is upward compatible with Mobile Automation's award-winning Mobile Lifecycle Management Suite.

Mobile Automation

310 N. Westlake Blvd. Ste. 200 Thousand Oaks, CA 91362
Phone: (310) 914-9603 **Fax: (310) 914-9703**
WEB SITE: www.mobileautomation.com EMAIL:Sales@mobileautomation.com

Security Update Manager
Virtual Booth 3793 • Virtual Product 1560

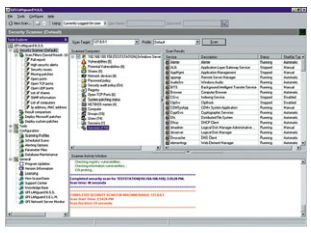
SUM

- Enterprise assessment in minutes
- Push and pull deployment
- Deployment control
- Security and role-based access
- Integration with Microsoft Security Web site

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Patch Management
Virtual Booth 3805 • Virtual Product 1600

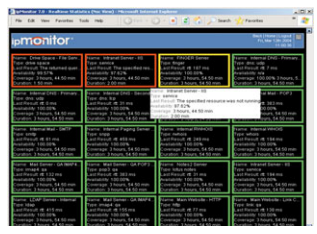


GFI LANguard Network Security Scanner offers:
- Network scanning for missing patches and service packs
- Network-wide service pack deployment
- Deployment of MS Office patches network-wide
- Deployment of MS application patches including servers
- Deployment of OS patches (or use with SUS)
- In-depth network and workstation information

GFI

15300 Weston Parkway, Suite 104
Cary, NC 27513
Phone: (888) 243-4329
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EMAIL: sales@gfi.com

Application Monitoring
Virtual Booth 3990 • Virtual Product 1925



ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.

ipmonitor

15 Gamelin Blvd. Suite 500
Phone: (819) 772-4772
WEB SITE: www.ipmonitor.com

Gatineau, QC, Canada J8Y 1V4
Fax: (819) 772-1625
EMAIL:sales@ipmonitor.com

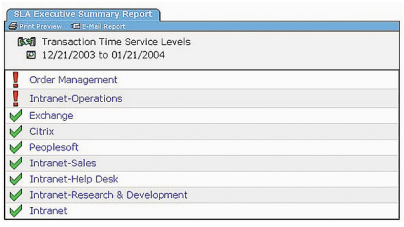
Application Performance
Virtual Booth 3920 • Virtual Product 1793

VERITAS i³™ is an integrated software solution that provides a methodology for rapidly improving application performance. Correlates the application flow across the multi-tiered IT infrastructure by continuously monitoring all technologies that contribute to response time.
Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.
Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.
Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.

VERITAS™

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Mountain View, CA 94043
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Fax: (650) 527-8000
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EMAIL: sales@veritas.com

End-To-End Performance
Virtual Booth 4043 • Virtual Product 1985



NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.

NetQoS Performance Experts℠

6504 Bridge Point Pkwy., Ste. 501
Austin, TX 78730
Toll Free: (877) 835-9575
Phone: (512) 407-8629
WEB SITE: www.netqos.com
EMAIL: info@netqos.com

Application Monitoring
Virtual Booth 4077 • Virtual Product 2038

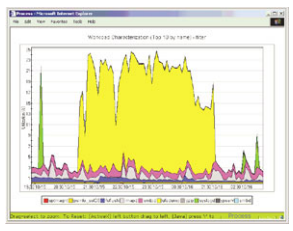
Audit Suite provides a powerful and innovative framework for monitoring distributed applications by collecting performance and security metrics from Application-Universe™ entities such as custom instrumented applications, databases, web servers, operating systems and networks.

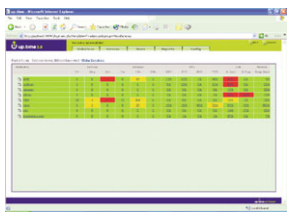
- Non-intrusive, non-invasive, 24x7 monitoring
- Seamless access to real-time & historical data
- Benchmark performance and usage patterns
- Service level alerts and alarms on all metrics
- Comprehensive database and application support, Sybase, Oracle, MySQL, HTTP, LDAP and more
- Automated, zero maintenance, installs in minutes
- Data analysis, correlation and custom reporting

Incache effective application management

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New York, NY 10016
Phone: (212) 696-0776
Fax: (914) 992-9468
WEB SITE: www.incachetech.com
EMAIL: info@incachetech.com

Performance Monitoring
Virtual Booth 3925 • Virtual Product 1806



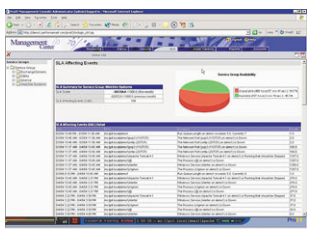


- Monitor your entire server infrastructure availability from a single view
- Drill down to individual geographic regions or functional groups
- Monitor your system from anywhere
- Monitor and track IT service health
- Quick root cause analysis
- Virtual resource trend analysis
- Powerful 3D Charts and reports
- Free trial download

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Network & System Mgmt.
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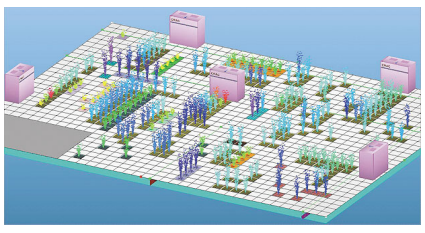
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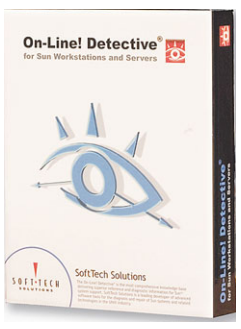
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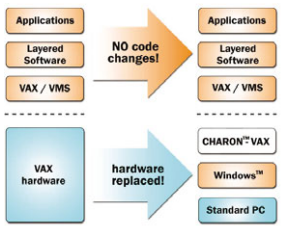
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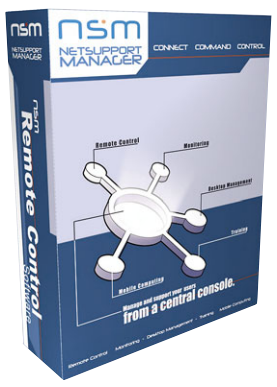


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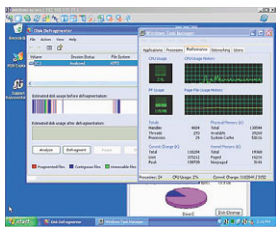
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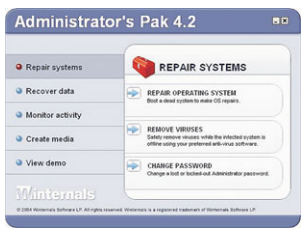
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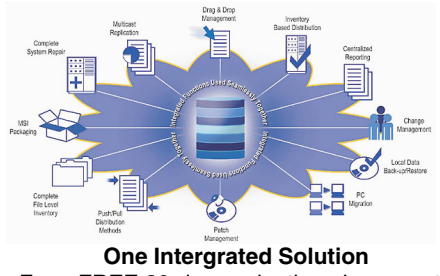
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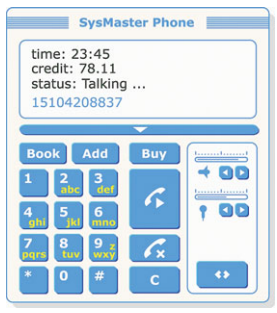
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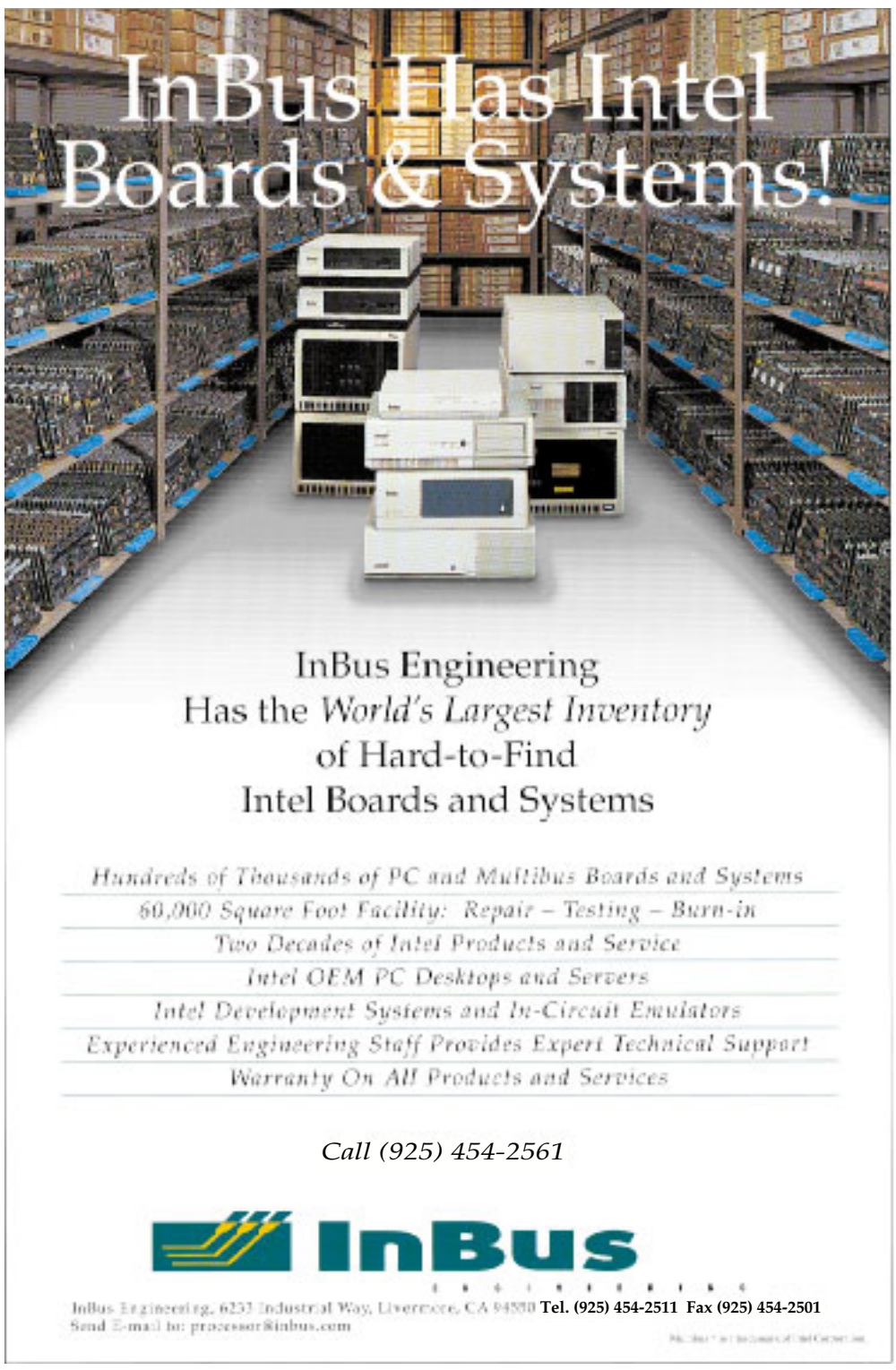
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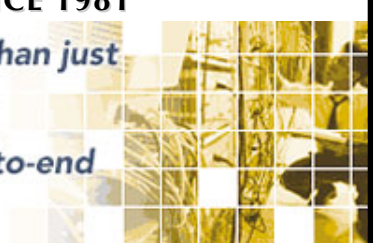
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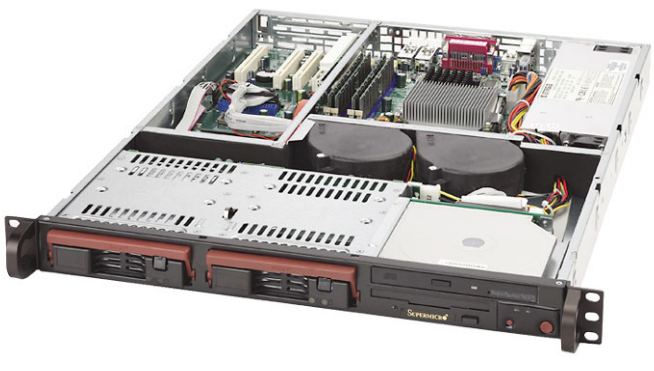


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